eyeBeam 1.5

User Guide

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The content of this publication is intended to demonstrate typical uses and capabilities of the eyeBeam 1.5 softphone application from CounterPath Solutions Inc. Users of this material must determine for themselves whether the information contained herein applies to a particular IP-based networking system.

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This manual corresponds to eyeBeam version 1.5.5

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Contents

Introduction 1
What is eyeBeam? 1
Installation and Setup 2
Getting Ready 2
Installing eyeBeam 3
Configuring eyeBeam 4
Setting up for Voicemail 5
Setting up a Contacts List 5
Using the Softphone 6
The Onscreen Phone 6
Starting eyeBeam 8
Placing a Call 9
Answering a Call 10
Handling a Call 11
Conference Calls 13
Managing Calls and Contacts 16
Calls & Contacts Drawer 16
Contacts Tab 17
Calls Tab 21
Availability 23
Privacy Rules 27
Instant Messaging (IM) 29
The eyeBeam Menu 30
Options 31
SIP Account Settings 43
Privacy Rules 56
Open Diagnostic Log and Folder 56
Appendix A: Application Hot Keys 57
Appendix B: Dialing Plan 58
Appendix C: Contact List Headings 63
Appendix D: Location of Files 64
Appendix E: Alternative Ways of Running eyeBeam 65
Appendix F: Glossary 66

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1 Introduction

1.1 What is eyeBeam?

CounterPath's next generation telephony client, eyeBeam 1.5 lets you integrate your telephony experience with your desktop and mobile computer solutions. With the click of a button or the tap on the keyboard you can dial, answer, or choose how you want to personally manage your calls and availability. And whether you prefer wired or wireless, eyeBeam lets you use a multitude of headset devices to maximize your telephony experience, rather than being restricted by a traditional telephone receiver.

Designed to work over internet-based phone systems, eyeBeam provides Voice over Internet Protocol (VoIP) solutions using an internet-based telephony server within your company's local area network and/or over your local internet VoIP service provider.

Standard Telephone Features

The eyeBeam 1.5 softphone has all the standard telephone features, including:

- Six lines.
- Call display and Message waiting indicator (MWI).
- Speakerphone.
- Mute.
- Redial.
- Hold.
- Do not disturb.
- Call ignore.
- Call history – list of received, missed, dialed and blocked calls.
- Call forward, Call transfer.
- Call record.
- Six-party audio conferencing.
- Four-party video conferencing.

Enhanced Features and Functions

The eyeBeam 1.5 softphone also supports the following VoIP features and functions:

- Instant messaging and presence using the SIMPLE protocol.
- Managed contact list – importing and exporting contacts between eyeBeam and other applications.
- Support for Intel® Centrino® Mobile technology, allowing eyeBeam to provide more consistent quality of service across both wired and wireless networks using industry standards such as 802.11e.
- Log in with up to ten different VoIP service providers.
- Zero-touch configuration of audio and video devices; no tuning wizard is required.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:
  AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.722, G.723, G.726, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC. For more information on audio codecs, see page 37.
- Support for the following video codecs:
  H.263, H.263 1998, H.264.
- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. eyeBeam switches the codec within a call in response to changing network conditions.
- SIP compliance to 3261 SIP standard.
- STUN and ICE NAT traversal. XTunnels for firewall traversal.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).

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2 Installation and Setup

2.1 Getting Ready

Obtaining Information from your Service Provider

After choosing a VoIP service provider, you will need information regarding specific account information to populate eyeBeam settings:

- User name
- Password
- Authorization Name
- Domain
- Proxy address and port *
- STUN server address and port*
- XTunnels server address and port*

* value not used by all VoIP service providers

System Requirements

	Audio Only		All Features	
	Minimum	**Optimal**	**Minimum**	**Optimal**
Processor	Intel® Pentium II 400 MHz or equivalent	Pentium III® 1.3 GHz or equivalent	Intel Pentium III 700 MHz or equivalent	Pentium 4® 2.0 GHz or equivalent
Memory	128 MB RAM	128 MB RAM	256 MB RAM	256 MB RAM
Hard Disk Space	15 MB	30 MB	30 MB	30 MB
Operating System	Windows® 98 Second Edition Windows NT® Windows® 2000 Windows® XP		 Windows 2000 Windows XP	
Connection	IP network connection (broadband, LAN, wireless)			
Sound Card	Full-duplex, 16-bit			

Multimedia Device Requirements

eyeBeam requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

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Optimized Devices

eyeBeam is optimized to work with the following:

- Actiontec Internet Phone Wizard
- Clarisys Claritel i750
- GN Netcom GN 8120 USB and GN Netcom 8110 USBXP
- Plantronics CS50-USB Wireless Office Headset System
- TigerJet RJ11 to USB Phone Adaptor (incorporating the Tiger560C)
- TigerJet USB Phone Set (incorporating the Tiger560C)
- VoIP Voice Cyberphone (V550MLR USB Phone)
- VoIP Voice Cyberphone K (V652VVMLR USB Phone)
- Legerity PhonePort™ PCI card
- Intel® 600SM PCI card.

Video Cameras

Calls made with eyeBeam will work without a video camera, but one is necessary to allow other parties to see your image. eyeBeam will work with most USB video cameras.

2.2 Installing eyeBeam

1. Run the eyeBeam setup executable file and follow the prompts in the install wizard.
2. At the final step of the wizard, select **Launch eyeBeam** to start using the softphone.
3. Click ***Finish*** to complete the installation.

Uninstalling eyeBeam

Uninstall eyeBeam as you would uninstall any other program: launch the Windows Control Panel, and select **Add or Remove Programs**. Follow the prompts.

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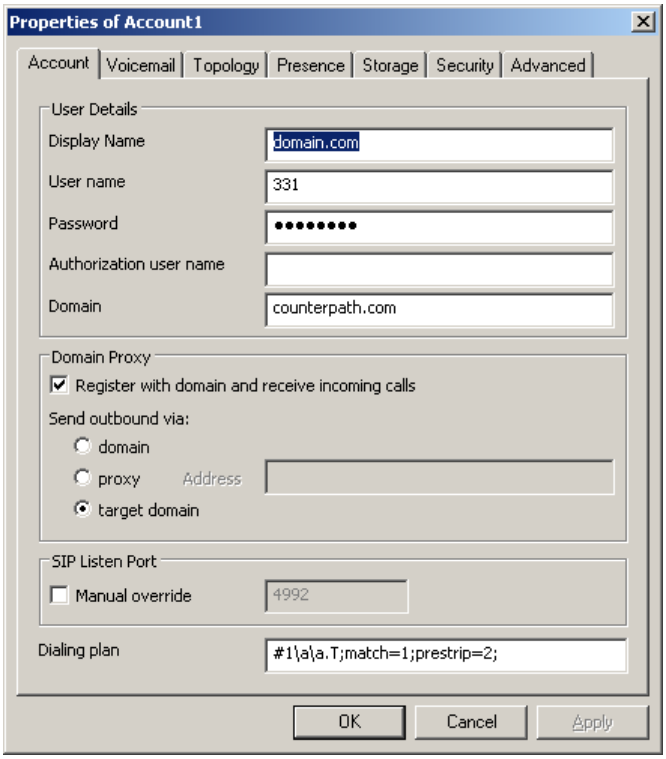
2.3 Configuring eyeBeam

1. Start eyeBeam as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. The softphone appears.
2. When starting eyeBeam for the first time, you will be prompted for the license key. Type in the license key or copy and paste it.
3. The Call display shows *Initializing*, followed by *Discovering network*. If no accounts have been set up, the final message is *Awaiting proxy login information.* You must set up accounts. See “Setting up Accounts” on page 4.
4. Make sure that you have enabled at least one account. You can enable more than one account at the same time. Each time you start eyeBeam, you will automatically be logged into every enabled account.

   To enable an account, click at the top of the softphone, choose SIP Account Settings and click enable for the desired account. For more information on enabling, see page 43.

Setting up Accounts



1. Create the account: Click at the top of the phone and choose SIP Account Settings. Click Add. The Properties of Account window appears.
2. In the Account tab, complete the User Details area.
3. For the remaining tabs, you can accept the default settings, or you change them to suit your setup. Settings that you may need to change immediately include:
   - Account tab, Domain Proxy area.
   - Topology tab, if your computer is on a network and/or behind a firewall.
   - The Security tab, if you want to set up secure calls.

   For complete details on the Account Settings window, see “SIP Account Settings” on page 43.

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2.4 Setting up for Voicemail

Your VoIP service provider may offer voicemail. If it does, then you can set up some voicemail features in eyeBeam. See “Account Properties – Voicemail” on page 46. In particularly:

- If you want to be able to connect to voicemail by clicking on the Call display, you must complete the **Number to dial for checking voicemail** field.
- If you want to be able to send incoming calls to voicemail by clicking SEND TO VOICE MAIL on the Call display, you must complete the **Number for sending calls to voicemail** field.

2.5 Setting up a Contacts List

Use of a Contacts list is optional, but is the most efficent way to make calls. You can set up contacts in several ways:

- During a call that you place or recieve, you can add the other party to you contact list. See “Add to Contacts List” on page 11.
- You can add numbers to the Contacts list one by one. See “Adding a Contact” on page 18.
- You can import a contact list from a file or from another application. See “Importing Contacts” on page 20.
- You can retrieve a remotely stored contact list using WebDAV, XCap or HTTP. See “Using Remote Storage” on page 20.

For general information on contacts, see “Contacts Tab” on page 17.

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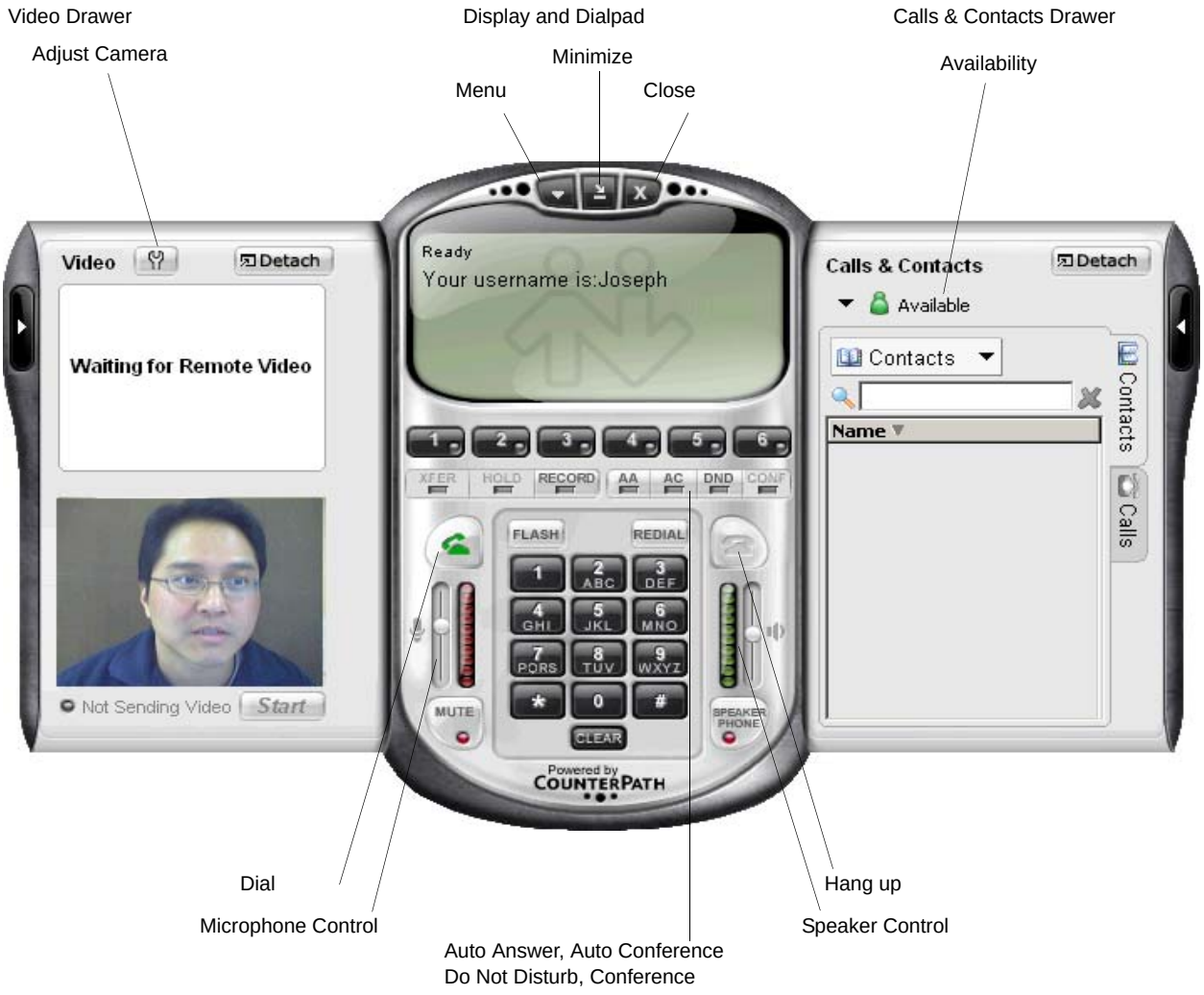
3 Using the Softphone

3.1 The Onscreen Phone



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Display

The following information and icons may appear on the Call display:

When the phone is ringing with an incoming call, click here to ignore. A message appears to the caller advising that the call could not be made. The phone stops ringing.

The duration of the current or last call.

Message area: During a call, this area may show your account balance (hours or currency). Contact your VoIP service provider for details.

When the phone is ringing with an incoming call, click here to send the call immediately to voicemail. Information on voicemail is provided by your VoIP service provider; it is not part of eyeBeam.
If this icon does not appear for an incoming call, then you have not set up a number for sending calls to voicemail. See "Account Properties – Voicemail" on page 46

You have new voicemail. Click this icon to access your voicemail messages.
If clicking this icon does not connect to voicemail, then you have not set up for that number. See "Account Properties – Voicemail" on page 46

Security: means the current call has signaling and media encryption.

means the call has only signaling encryption or no encryption.

You have missed an incoming call. To clear the icon, click on the the call are in the Missed Calls list in the Calls & Contacts drawer.

Click to add this caller to your Contacts list. For information on contact lists, see page 16.

When a call is in progress, mute is on ( ), you are talking ( ), you are not talking ( ).

Video Drawer

This drawer appears only on versions of eyeBeam that include video functionality. To display this drawer, click the black button toward the extreme left edge of the softphone application. You can open (display) and close (hide) this drawer at any time. You can click the to display the standard window for setting camera properties; this is not an eyeBeam window.

You can detach this drawer, then reattach it, if desired.

This drawer has two panels. The top panel shows incoming video (video from the other party). The lower panel shows outgoing video. The ***Start*** button lets you start and stop video.

Calls & Contacts Drawer

This drawer displays your Contacts list, lists of recent calls, and availability information for you and your contacts. For more information, see page 16.

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3.2 Starting eyeBeam

1. Start eyeBeam as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. The softphone appears.
2. If you are prompted for a license key, then you have not yet set up eyeBeam. See “Configuring eyeBeam” on page 4.
3. Take the appropriate action:
   - If one or more accounts have been set up, and at least one account is enabled, the next message is *Registering.* eyeBeam attempts to log into every enabled account. When login is complete, the Call display shows *Ready. Your user name is*.
   - If at least one account is set up but none are enabled, the SIP Accounts window appears. Enable one or more accounts, and select the default account.To enable accounts and set a default, see “SIP Accounts” on page 43.
   - If no accounts have been set up, the final message is *Awaiting proxy login information.* You must set up accounts. See “Configuring eyeBeam” on page 4.

When you are logged in, the Call display shows *Ready - Your username is*. If several accounts are enabled, the name is that of the default account.

For general information on enabling, see “Rules for Enabled Accounts and Default Account” on page 43.

Showing and Hiding the Softphone

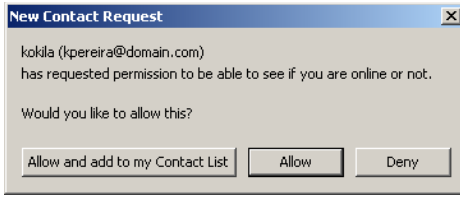
If you click to minimize the softphone, you will still be able to receive calls.

If you exit when eyeBeam is minimized; eyeBeam wil start next time as minimized.

You can set up eyeBeam so that when the softphone is covered or minimized, you will be notified when a call comes in. See “Options – General – Alerts and Sounds” on page 33.

Receiving a New Contact Request

If availability is enabled, then at any time, you may get a New Contact Request dialog box on your softphone. For information on this request, see “Availability” on page 23.


New Contact Request
kokila (kpereira@domain.com)
has requested permission to be able to see if you are online or not.
Would you like to allow this?
Allow and add to my Contact List
Allow
Deny

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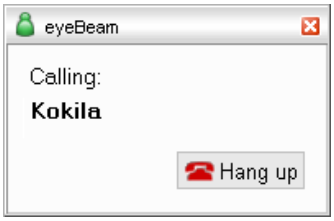
3.3 Placing a Call

You can contact someone using:

- The SIP address (kpereira@domain.com)
- A traditonal phone number, if supported by your VoIP service provider

How	Description
Keying	1. Enter the SIP address or number in the Call display using the softphone keypad or the computer keyboard. • For the name, you can enter the entire name (kpereira@domain.com) or just the name (kpereira). • If you start to enter a name and the Turn Letters feature is on, then these letters are converted to numbers. Press Clear, then press spacebar and try again. See "Options – General – Application" on page 31 for details on the Turn Letters feature. 2. Click or press ***Enter***.
Partial keying	As you key in an entry, a suggestion for completing the entry may appear. Press Tab to accept the suggestion. Then click or press ***Enter***.
Drag-and-drop	Drag an entry from the Contacts tab or any of the lists in the Calls tab to the Call display. (For information on this drawer, see page 16.) If the Contacts list contains lots of contacts, use the field to filter the list. Then drag the entry.
Right clicking	Right-click an entry on the Contacts tab or any of the lists in the Calls tab, and choose Phone this Person. (For information on this drawer, see page 16.) If the Contacts list contains lots of contacts, use the field to filter the list. Then right-click the entry.
Redialing	Press ***Redial***.
From Outlook	If you have set up contacts in Microsoft® Outlook®, you can place a call from there. • Double-click the contact in the Contacts list in Outlook. The Contact dialog box appears. • Click the in the top left corner and select the phone number to dial. As soon as you release, eyeBeam will be brought to the front (or will be started) and the call will be placed. For information on how eyeBeam and Outlook contacts work together, see "Exporting Contacts" on page 20.

If you have turned on Call Alerts, the Call Alert box appears at the bottom of the screen. For information on turning on alerts, see page 33.



You will hear a ringing tone while eyeBeam attempts to make a connection.

Encryption

The outgoing call may be encrypted, depending on your security settings. For information on the current security settings, see page 52.

- If an encrypted call is established, the icon appears on the Call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and may or may not be secure beyond that first hop. See page 52 for more details on how encryption works.
- If an unencrypted call is established, the unencrypted icon appears.
- If the call cannot be established with the specified security, the call will fail.

Ending a Call

Click on the Call display or Call Alert box. Details of the call remain on the Call display. To clear the Call display, click ***Clear***.

Note that selecting another line does not hang up; it puts the call on hold.

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3.4 Answering a Call

eyeBeam must be running to answer incoming calls. (If eyeBeam is not running, incoming calls may be directed to voicemail, but check with your VoIP service provider to be sure.)

The softphone rings and the line of the incoming call is lit. If you have Call Alerts on, the Call Alert box appears. If you have the Bring to front feature on, the phone comes to the front of the screen. For information on alerts and Bring to front, see page 33.

The SIP adddress of the person calling you is displayed. If the SIP address for this person appears in your Contacts list, the SIP address is converted to the display name for that address. For example, sip:kpereira@domain.com appears as “kokila”.

You can answer the call in any of these ways:

- Click on the softphone or click Answer on the Call Alert box.
- Click the line number on the softphone.
- Press Enter (on the keyboard), if the softphone is the active application.

You can ignore the call in any of these ways:

- Click

on the Call display; a message appears to the caller advising that the call could not be made. The phone stops ringing. The call is added to the Received Calls list.
- Click

on the Call display, to send the call immediately to voicemail. Information on voicemail is provided by your VoIP service provider; it is not part of eyeBeam.
- Leave it and allow it to eventually go to voicemail .

You can permanently ban the caller:

- Click

on the Call display;The call is added to the Received Calls list
- In the Received Calls list, click the entry, right-click, and choose ***Ban this Person***.

Ending a Call

Click on the Call display or Call Alert box. Details of the call remain on the Call display. To clear the Call display, click ***Clear***. Note that selecting another line does not hang up the current call; it puts the call on hold.

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3.5 Handling a Call

While the Call Is in Progress

Video

If your version of eyeBeam includes video, click ***Start*** on the Video drawer to send video to the other party. You will see the other party in the top video panel if they have enabled video at their end.

Adjusting Volume and Muting

Use the microphone slider (on the left) to adjust the volume of your voice for your listeners.

Use the speaker adjustment (on the right) to adjust the sound you are hearing.

Mute

Click on the dial pad to prevent the other party (or parties for a conference call) from hearing you. The icon appears on the Call display. When you mute, you may also want to stop video feed, if any.

Speakerphone

Click on the dial pad to put the caller (or callers for a conference call) on the speaker phone. You must have a speakerphone device.

Call Record

Click ***REC*** at any time during the call. Click again to stop recording. Recordings are saved as WAV files (for audio) AVI files (for video), in the location specified in the Options window. (Click near the top of the Call display and select **Options**, then display the Application pane.)

Call Information

To view information such as the current codecs, hover over the line button (for example, line 1) that the call is being made on. Information appears in the tool tip.

Add to Contacts List

At any time during a call, you can click on the Call display to add the other party to your Contacts list. For information on the fields on the dialog box and on contacts list in general, see page 17.

Unattended (Basic) Call Transfer

To transfer without informng the third party that a call is coming their way:

1. Click ***XFER*** on the dial pad. The line and the *XFER* LED turn blue.
2. Enter the number to which the call is to be transferred. For example:
   - Enter the name or number and press ***Enter***.
   - Drag an entry from any tab in the Calls & Contacts drawer to the Call display.

The message *Requesting basic transfer* appears. At this point, the call is no longer under you control; you cannot cancel the transfer.

Attended (Supervised) Call Transfer

To first inform the third party that a transferred call is coming their way:

1. Select an available line. The original call will automatically be put on hold.
2. Call the third party.
3. After the third party answers, and when you are ready to make the transfer, click ***XFER***. The line of the original call is now red, while the line of the third party is blue.

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4. Select the original line (the line that is red). The transfer is made and the lines on your softphone are now free (black).

Placing a Call on Hold

Click ***Hold*** or click the line or click another line.

To resume a call that is on hold, click the line.

AA – Auto Answer

Click AA on the dialpad to automatically answer calls as they come in.

Flash

The Flash button on eyeBeam works the same way as Flash or Link works on a traditional telephone.

Click ***Flash*** on the dialpad.

- If you are on an active call, clicking ***Flash*** will provide a new line. The active calls is put on hold.
- If a call is coming in, clicking ***Flash*** will pick up the call.
- If a line is on hold, clicking ***Flash*** will pick up the line.

The exact functionality depends on how your VoIP service provider supports Flash.

Sending to Voicemail, DND, and Forwarding Calls

Send to Voicemail

When a call comes in, you can send it to voicemail by clicking

on the Call display.

You can access your voicemail messages by clicking the on the Call display (this icon is only displayed if you have new messages).

For important information on how voicemail works, see “Setting up for Voicemail” on page 5.

DND – Do Not Disturb

Click ***DND*** on the dialpad. All incoming calls will be sent to voicemail or given an audible “busy” indication, depending on how the VoIP service provider has set up this featur.

Forwarding Calls

You can enable or disable forwarding. When forwarding is enabled, every call comes in will be forwarded to another phone number (other than voicemail). To enable forwarding, click at the top of the phone and choose SIP Account Settings. Click Properties, click the Voicemail tab, and complete the Forwarding section. For complete details, see “Account Properties – Voicemail” on page 46.

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3.6 Conference Calls

There are three ways to set up a conference call:

- "Manual Setup: AA Off and AC Off", below
- "AA Off and AC On" on page 14
- "Conference Server Mode: AA on and AC On" on page 14

Manual Setup: AA Off and AC Off

You can host a conference by calling the other parties involved, or by allowing them to arrange the call themselves.

Starting a Conference Call

To host a conference between several callers:

1. With one active call on one of the lines, place the call on hold by either:
   - selecting another line and dialing a third party, or
   - clicking an incoming call.
2. To conference in all lines, click ***CONF***. All lines will be part of the conference – both the lines on and the line you are speaking to (if any).
3. To suspend the conference, click ***CONF*** again to place the other parties on hold. The other participants cannot speak to one another.

   You can talk privately to one line by clicking the appropriate line.
   If another call comes in while the conference is on hold, you can choose to answer this line. If you then click ***CONF*** again, all lines (including the new line) will be added to the conference.
4. To restart the conference, click ***CONF*** again.

Note that you can be the host even if you did not initiate the call to the first person. For example, one person can phone you, then you can place and accept other calls, and establish the conference.

Adding a Party to an Active Conference

1. Place the conference on hold by clicking ***CONF***.
2. Invite another party to the conference by either:
   - Selecting the line of an incoming call.
   - Selecting an available line to initiate a call to an outside party.
   - Right-clicking a name in the Calls & Contacts tab.

   You can speak to this new party while the conference is on hold.
3. To conference in all lines, including the newcomer, click ***CONF***.

Removing a Party during an Active Conference

1. Suspend the conference by clicking ***CONF***.
2. Select the line of the participant who will be leaving the conference.
3. Say goodbye to the party then click .
4. Click ***CONF*** to re-establish the conference.

A party can also leave a conference on their own by simply hanging up.

Removing all Parties

If the conference call is in progress (not on hold), you can hang up on all parties and end the conference by clicking .

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AA Off and AC On

"You answer calls manually and eyeBeam adds each to the conference automatically"

1. Click ***AC*** on.
2. Manually answer the first call. There is no need to put the call on hold.
3. When the next call comes in, on another line, answer the call. As soon as you answer the call, a conference will be set up between the three parties.
   - The conference is established even if you had another line on hold.
   - All lines are included in the conference call, including all those that are on hold.
4. While the conference is in progress and if another call comes in, as soon as you answer the call, it will automatically be added to the conference. If the conference was on hold, it will be automatically be re-established with all lines, both those on hold and those that are active.

Conference Server Mode: AA on and AC On

"eyeBeam acts as a fully-automated conference server"

1. Click ***AC*** on and ***AA*** on.
2. When the first call comes in, eyeBeam will automatically answer. You can speak to this person.
3. As new calls come in, eyeBeam will automatically answer them and add them to the conference call.
4. If you put the conference on hold and a new call comes in, it will automatically be added.

While the Call Is in Progress

Changing the Mode

While the conference call is in progress, you can change to any of the other modes by enabling the desired combination of *AA* and *AC*. eyeBeam will start handling the conference in the appropriate way.

Video in Conference Mode

If your version of eyeBeam includes video, click ***Start*** on the Video drawer to send video to the other parties. You will see the other parties in the top video panel (each in a separate tile) if they have enabled video at their end.

Adjusting Volume and Muting

Use the microphone slider (on the left) to adjust the volume of your voice for your listeners

Use the speaker adjustment (on the right) to adjust volume of the sound you are hearing.

Mute

Click on the dial pad to prevent the other parties from hearing you. The icon appears on the Call display. When you mute, you may also want to stop video feed, if any.

Speakerphone

Click on the dial pad to put the callers on the speaker phone. You must have a sound device such as a sound card or USB device.

Call Record

Click ***REC*** at any time during the call. Click again to stop recording. Recordings are saved as AVI files.

If you have not yet set up for recording, do so before recording: Click near the top of the phone and select **Options**. Display the Application pane. In the Media area, enter the folder where you want the recording file to be saved.

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Call Information

To view information such as the current codecs, hover over the line button (for example, line 1) that the call is being made on. Information appears in the tool tip.

Add to the Contacts List

At any time during a call, you can click on the Call display to add the other party to the Contacts list. For information on contacts lists, see page 16.

Multiple Conference Hosts

An eyeBeam conference call may include up to seven individuals—the conference host plus a participant on each of the six lines. You can establish multiple conference hosts in order to "daisy chain" together a conference call with more than seven participants.

For example, one person may host six other parties (to occupy all of its available lines) with one of those parties being a conference of their own containing five other parties. This would bring the total number in the aggregate conference call to twelve.

In theory, such "daisy chains" would allow for an unlimited number of parties in a conference call. However, in a real scenario, the number of participants is limited by bandwidth constraints at each of the conference host's computers, causing audio quality to degrade more and more as new participants are added.

eyeBeam will automatically switch to the best codecs available, as required (as participants are added). (For information on codecs, see "Options – Advanced – Audio Codecs" on page 37.) If the audio on the conference call is of poor quality, then your conference is probably beyond the limits of your very best codec: the conference is too big.

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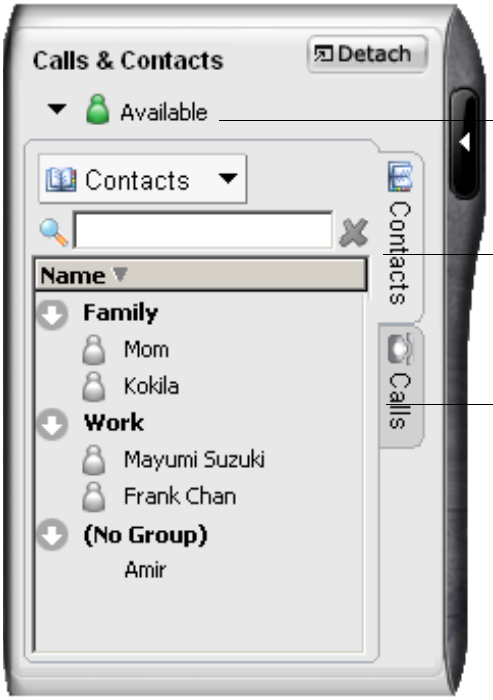
4 Managing Calls and Contacts

4.1 Calls & Contacts Drawer

To display the eyeBeam Calls & Contacts drawer, click the black button toward the extreme right edge of the softphone application. You can open (display) and close (hide) this drawer at any time.



Your availability. See page 23

Contacts. See page 17

Calls: received, dialed and blocked calls. See page 21.

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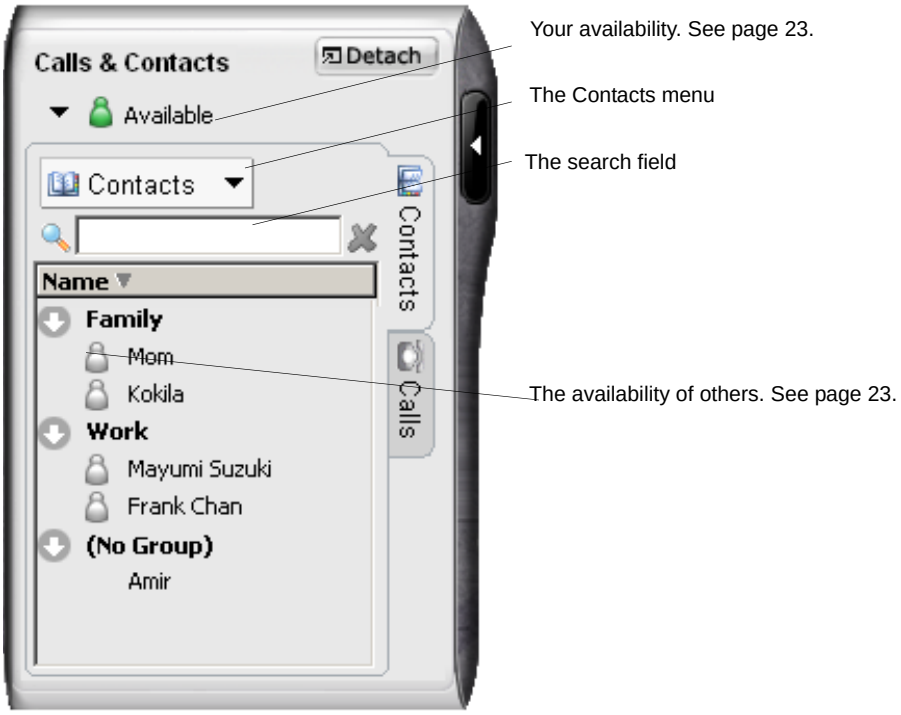
4.2 Contacts Tab



The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:

- SIP address (softphone)
- Home phone number
- Cellphone number
- E-mail.

You can identify one of these contacts as the primary contact method.

You can phone any contact. If the contact has a SIP address, you can also and send instant messages, watch their availability, and let them watch your availability. If the contact has an e-mail address, you can send an e-mail from eyeBeam.

Contacts are typically organized into groups. eyeBeam includes three built-in groups: “Family”, “Friends”, “Work”. You can add more groups, as desired.

Changing the Contacts List View

- To display the drawer in a resizeable window, detach the Calls & Contacts drawer.
- To show contacts organized into groups, click the Contacts menu and choose **Show Categorized**.
- To show only the contacts who are set up for Available and who are currently online, click the Contacts menu and choose **Show only contacts with availability**.
- To sort contacts, click the Contacts menu and choose the desired sort rule.

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Using Contacts

Call a contact	To use the person's primary number, double-click or drag the contact to the Call display. To choose the number to use, right-click and choose **Call**, then click the desired number.
E-mail a contact who has an e-mail address	Right-click and choose **Send E-mail**.
Send an IM to a contact who has a SIP address	Right-click and choose **Instant Message**.
You can watch the contact's availability, if the contact has a SIP address	See Table 2 on page 26 for the meaning of the availability icons. See "Availability" on page 23 for information on obtaining availability information.

Managing Contacts

Adding, Deleting or Renaming Groups

Click the Contacts menu and choose **Manage Groups**.The Manage Groups dialog box appears.

- To create a new group, click **New Group**, type a name, and press Enter.
- To rename, click on the group so that only the text is selected. Type the new text and press Enter.
- To delete a group, select the group and choose **Delete Group**. The group is deleted. The contacts in that group are moved to No Group.

Adding a Contact

Click the Contacts menu and choose **Add Contact**. The Contact Properties dialog box appears, see below.

Finding a Contact

If the contacts list is long, use the field to filter the contacts that are displayed. To clear the filter and redisplay all contacts, clear the field.

Changing Contact Information

To change the information for a contact, right-click the contact and choose **Edit**. The Contact Properties dialog box appears, see below. Some of the changes you can make are:

- Change any contact details.
- Add, delete or change a contact method.
- Change the primary contact method.
- Move a contact to another group by selecting a different group.
- Add an existing contact to more groups by selecting one or more extra groups.
- Change the **Show this contact's Availability** checkbox to enable or disable availability information for this contact. For information on availability, see page 23.

Moving or Deleting a Contact

- To drag a contact to a different group, select it and drag it to the new Group name.
- To delete a contact, right-click the contact and choose **Delete**. The contact is removed from this group.

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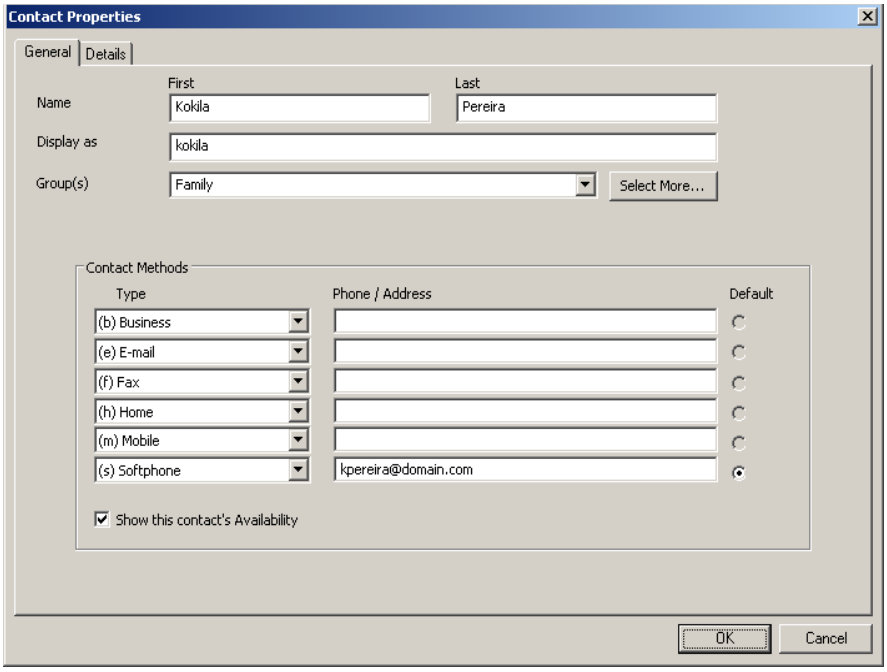
Contact Properties Dialog Box



1. Enter the desired information on the two tabs.
2. When you click OK, the contact is added to the specified group or groups, with the specified primary contact method displayed in the list.

Table 1: Contact Properties Dialog Box

Field	Description
Name	Complete as desired.
Display as	Required. This is the name that will appear in the Call display and the Call Alert when this person phones you.
Group(s)	Either: • Choose one group. • Click **Select More** and select several groups. The new contact will be added to each group. • Create a new group by clearing the field and typing in a new name. The new contact will be added to this new group. • Clear the displayed group in order to add the contact to No Group
Contact Methods	Enter as many contact methods as you want. E-mail and SIP entries must have the format <name>@<domain> If necessary, change the primary Contact Method.
Show this contact's Availability	Click in order to obtain this contact's availability and display it on the Contacts list. This field is only enabled when a SIP address is specified. This contact will have a beside their name in the Contacts list. Initially this icon will be gray, later its color will change to indicate the current availability. For details on availability, see page 23.
Details tab	Complete as desired.

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Importing Contacts

You can import a contacts list from:

- A comma-separated file. Use this method to import from a Microsoft® Excel ® file. You will first have to set up the file; see below.
- A Microsoft® Outlook® or Microsoft® Exchange contacts list (a *.pst file).
- A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an email.

The new contacts will be added to the existing contacts.

1. Click the Contacts menu and choose **Import**. The Import Contacts wizard starts.
2. As soon as you click **Finish** on the wizard, the Contacts tab in eyeBeam is updated to show the imported entries. Note that none of the entries are set up with availability turned on; in order to view availability of contacts, you must modify the appropriate entries by changing the **Show this contact's Availability** checkbox. See above for details.

Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)
2. Insert a blank row as the first row, then insert the headings that eyeBeam will use to interpret the meaning of each column. The columns can be in any order. The most popular headings are:
   - display-name
   - entry_id
   - given_name
   - surname
   - postal_address.

   For a complete list of headings, see "Contact List Headings" on page 63.
3. Save the file as *.csv.

Exporting Contacts

You can export a contacts list to a comma-separated file, a pst file or a vcf file.

1. Click the Contacts menu and choose **Export**. The Export Contacts wizard starts.
2. When you click **Next**, the export starts. The result is:
   - For an Outlook export, the existing .pst file is updated to include the entries from the eyeBeam contacts list. If Outlook is open, the entries immediately appear in the Contacts list.
     All information in the eyeBeam contacts list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all SIP addresses are exported (and stored in custom fields) but not displayed in Outlook.
   - For other formats, a new file of the specified type is created.

Using Remote Storage

A contacts list can be stored remotely for retrieval using HTTP, XCap or WebDAV. The contacts list must be formatted for the chosen protocol. Specify the remote location on the Accounts Storage tab; see "Account Properties – Storage" on page 51.

Each time eyeBeam is started, the contacts list is retrieved from the remote storage. Each time a contact is added to the contacts list, it is immediately copied to remote storage.

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4.3 Calls Tab

There are three lists that show calls you have made and received:

- Missed Calls: incoming calls that you missed.
- Received Calls: incoming calls, both answered and missed.
- Dialed Calls: outgoing calls, both answered, unanswered and hung up.
- Blocked: an incoming call will be blocked (rejected) if it is from a person you have banned (see “Privacy Rules” on page 56) or if it is does not match the security option you have specified (see “Account Properties – Security” on page 52).

Managing the Lists of Calls

You can open and close each list to show or hide its contents.

Icon	Meaning
	This group is currently empty.
	There are entries in this group.
	There are calls in this group, and at least one is an unanswered call.
	This group is currently expanded to show the contents.
	This group is currently expanded to show the contents. At least one call is an unanswered call.
	This call was answered.
	This call was missed (unanswered).

You can select a list and click **Calls** in order to:

- Delete all entries from the list.

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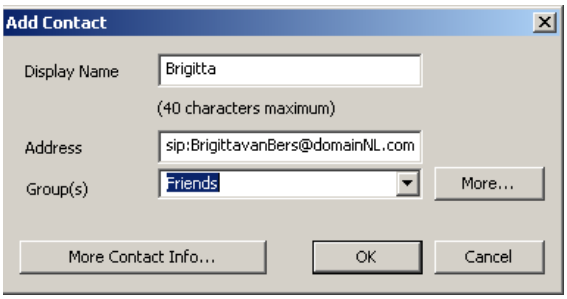
You can right-click on an entry in the Received or Dialed list to:

- Ban this person. This person will not be able to send you phone calls or instant messages, and will not be able to see your online status. You can change these privacy rules at any time; see page 27.
- Delete the call.
- Add to contacts.The Add Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see “Managing Contacts” on page 18.



Phoning and Sending IM from a List

You can right-click on an entry in the Received or Dialed list to:

- Phone this person.
- Phone this person and add them to a conference call that is in progress. For more information on conference calls, see “Conference Calls” on page 13.
- Send an instant message. For details, see page 29.

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4.4 Availability

Availability refers to the ability to see whether a person is available or not: online, on phone, busy, and so on. Availability information is displayed in the Calls & Contacts drawer.

You can publish your availability to contacts who have SIP addresses, and you can set up eyeBeam to view the availability of other contacts.

Sharing Availability

Watching Others' Availability

To be able to see the availability of another person, either add that person to the Contacts list with the **Show this contact's Availability** field checked, or modify the existing contact informaton so that this field is checked. For more information, see page 18.

As soon as the person is set up in this way in your Contacts list, eyeBeam sends them a notification request. The request asks that you be able to see that person's availability. If the person allows this request, then the icon beside their name (in your Contacts lists) becomes color coded (see below for details), so you can determine their availability.

Allowing Other Parties to See your Availability (Publishing your Availability)

Continuing from above, when the other person allows the notification request, your name is added to their Contacts list. As soon as you are added to their list, a request is sent back to you requesting that that they be able to see you.

If you do not yet have a privacy rule set up for this peron, this request appears to you as a New Contact Request. (If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. eyeBeam will automatically reply to the request according to the rule.)

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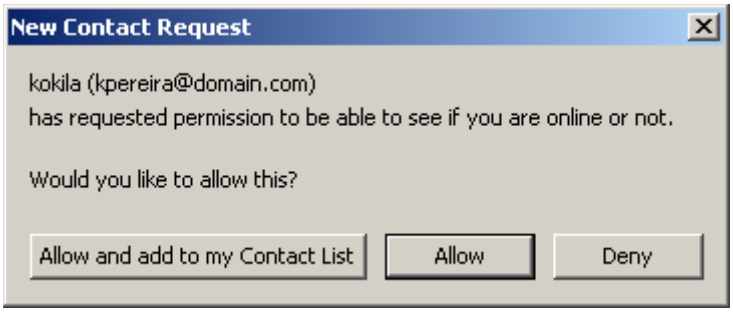
New Contact Request
kokila (kpereira@domain.com)
has requested permission to be able to see if you are online or not.
Would you like to allow this?
Allow and add to my Contact List
Allow
Deny

Respond to the request:

Button	Next Action	Result
Allow		The other person will be able to see your availability. The other person will be added to your privacy rules with “Show my Status” set to Yes.
Allow and add	This button appears only if the other person is not already on your contact list. When you click Allow and add, the Add Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see “Managing Contacts” on page 18.	The other person will be able to see your availability. The other person will be added to your Contacts list. The other person will be added to your privacy rules with “Show my Status” set to No. (You can later change this rule; see page 27.) In the future, you will not receive this request from this person, because you have set up a rule to allow or ban that person from seeing your availability. In addition, this same request will be sent to the other person, so that you can see their availability.
Deny		The other person will not be able to see your availability. The other person will be added to your privacy rules with “Show my Status” set to No.
Close the window		The other person will not be able to see your availability. The other person will not be added to your privacy rules.

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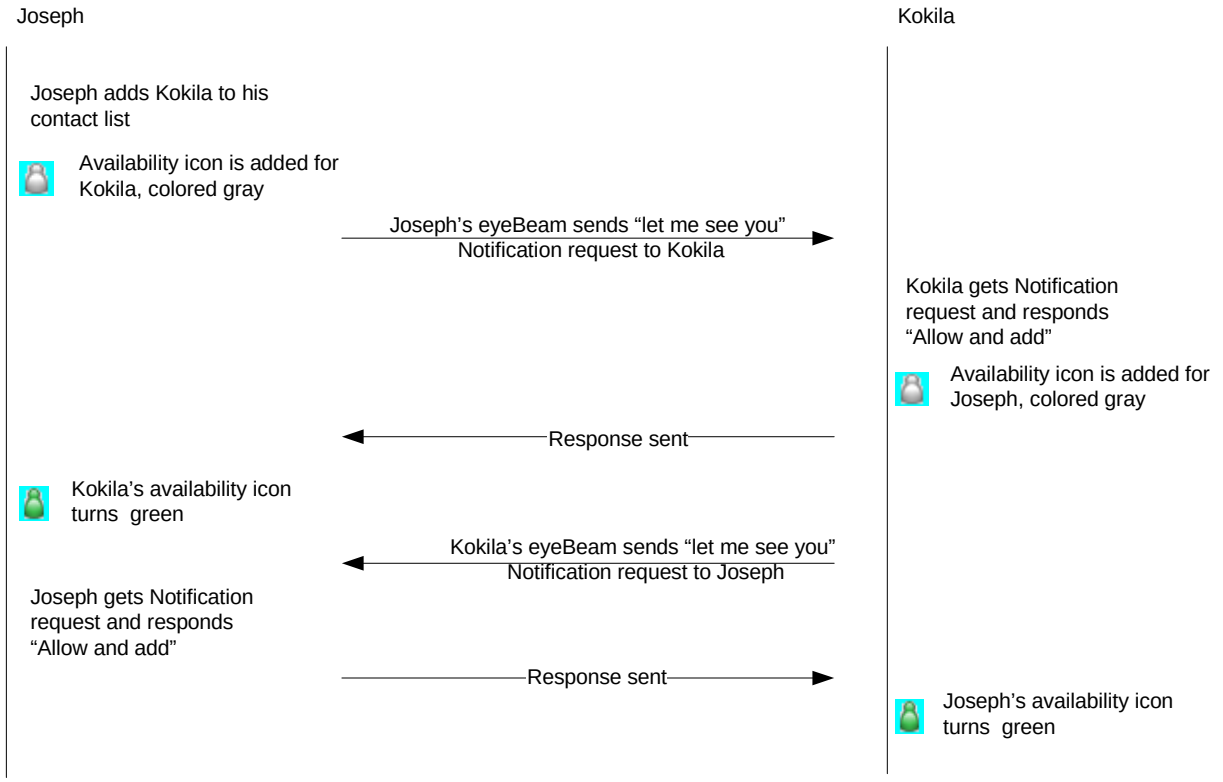
The following chart illustrates how the sharing of availability occurs.


Joseph
Kokila
Joseph adds Kokila to his contact list
Availability icon is added for Kokila, colored gray
Joseph's eyeBeam sends "let me see you" Notification request to Kokila
Kokila gets Notification request and responds "Allow and add"
Availability icon is added for Joseph, colored gray
Response sent
Kokila's availability icon turns green
Kokila's eyeBeam sends "let me see you" Notification request to Joseph
Joseph gets Notification request and responds "Allow and add"
Response sent
Joseph's availability icon turns green

Changing Availability Permissions

- If you no longer want another person to be able to see your availability, change the Show My Status field for that person on the Privacy Rules. See page 27. The icon for that person in the Contacts tab changes to Offline.
- If you no longer want to watch another person's availability, remove them from the uncheck the **Show this contact's Availability** field on the Contact Properties dialog box (see page 17).

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Setting your Availability

Changing your Availability

Click the down arrow beside the status indicator, and select the desired availability. See Table 2, below.

When your availability changes, the new availability is sent to everyone who has permission to see your availability

Setting up Availability Indicators

You can create custom availability indicators, or edit or delete custom or built-in indicators: In the Calls & Contacts drawer, click the down arrow beside your availability, and choose **Availability Settings**. See page 34 for details.

Table 2: Availability Indicators

	Indicator	Meaning for your Availability	Meaning for Others' Availability
	Auto-detect	The availability will automatically be set as appropriate • Available: You are logged on but not on the phone or idle. • On the phone: As soon as you start a call or answer a call. • Idle: You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. Set the Idle period in Options - General - Status. See page 34.	Not applicable
	Available	Either: • You have set your availability to this status • You have set your availability to Auto-detect and eyeBeam has determined that you are logged on but not on the phone or idle.	
	Busy	You have set your availability to this status.	
	On the phone	Either: • You have set your availability to this status • You have set your availability to Auto-detect and you are on a call.	
	Idle	Either: • You have set your availability to this status • You have set your availability to Auto-detect and you have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see "Options – General – Status" on page 34.	
	Away	You have set your availability to this status.	
	Offline	Not applicable	The contact is either not logged on or else is not set up for availability.
no icon		Not applicable	You are not watching this contact's availability. To start watching, see "Sharing Availability" on page 23.

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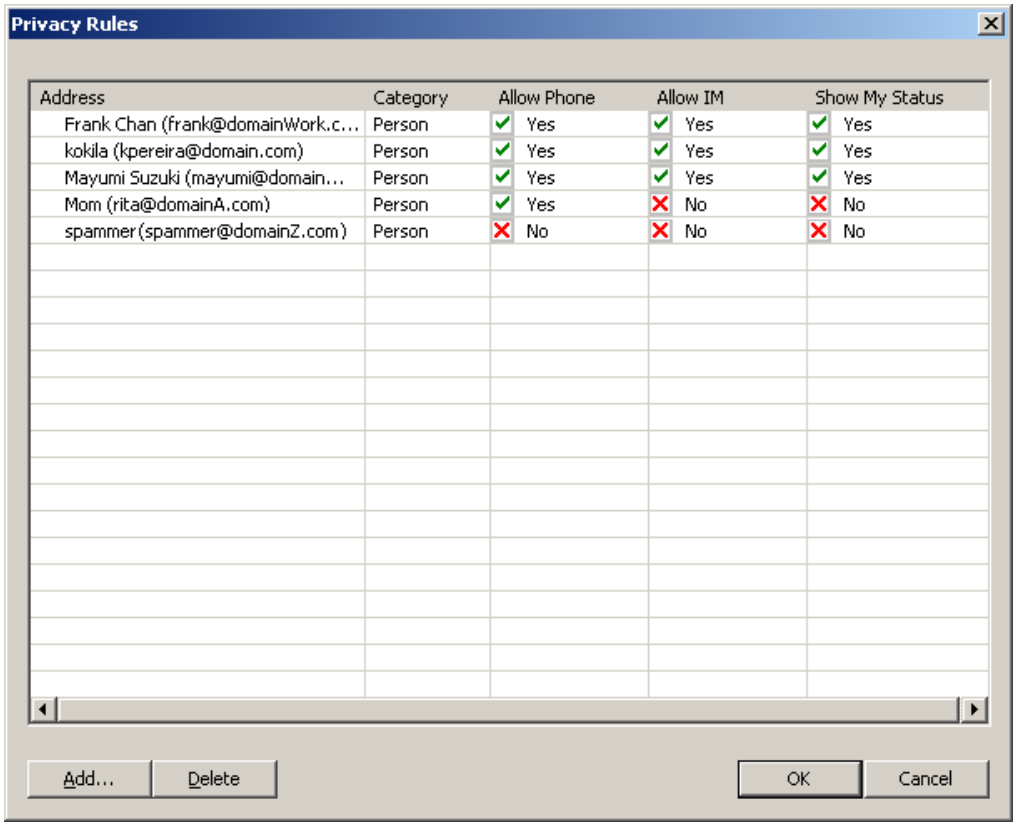
4.5 Privacy Rules

You can allow or ban another person from contacting you. There are separate rules for incoming phone calls, incoming instant messages, and availability detection. You can ban or allow an individual person, or an entire domain.

You can also ban a person in the Received, Dialed or Blocked list. Right-click on the name and choose Ban this Person.

Privacy Rules Window

Click at the top of the phone and choose Privacy Rules. The Privacy Rules window appears.



Adding a Name or Domain

1. Click Add. The Add new privacy rules dialog box appears.

2. Complete the dialog box. If you click “Add rule for a person”, enter a SIP address. If you omit the domain, your domain is automatically added when you click Add. If you click “Add rule for a domain”, enter just the domain.

The new name is added to the Privacy Rules list with all groups set to Yes or No.

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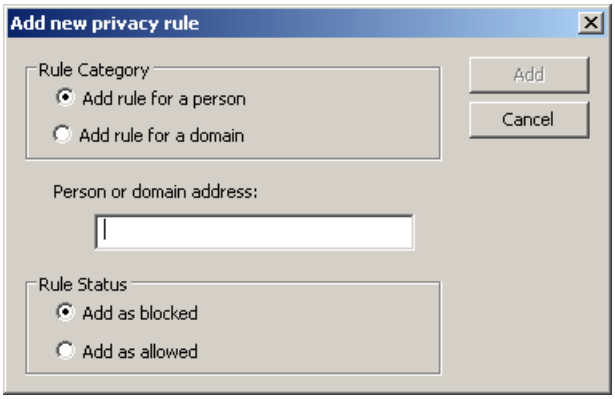

Changing Settings

To change the settings for an existing name, click in the cell you want to change; the value changes, for example from No to Yes.

Deleting an Entry

Click on the entry and click Delete. The entry is immediately deleted.

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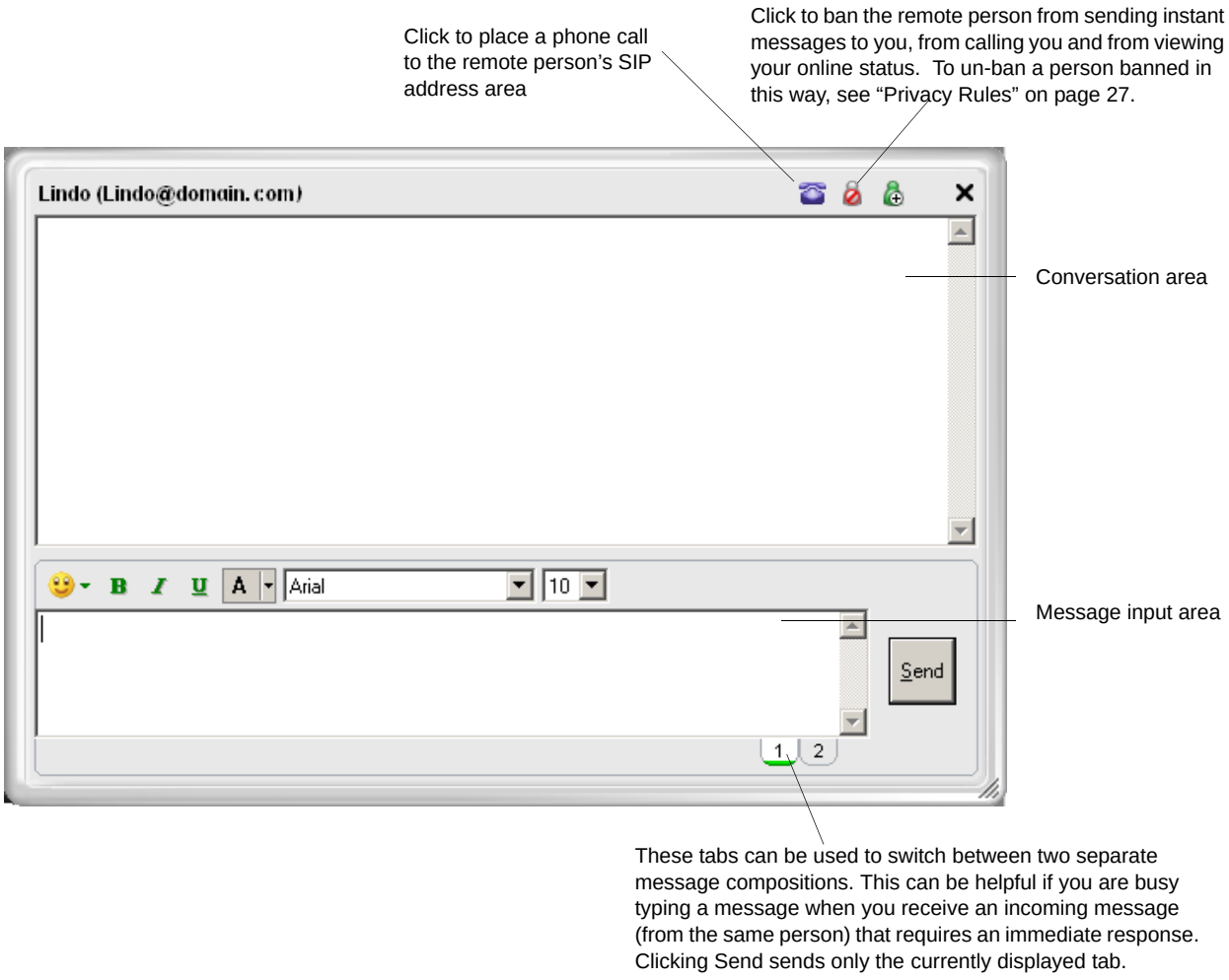
5 Instant Messaging (IM)

Sending and Receiving an IM

To display the IM window, right-click any entry in the Calls & Contacts drawer and select **Instant Message**.

1. Type the message. Include emoticons and formatting, as desired.
2. Press Send.

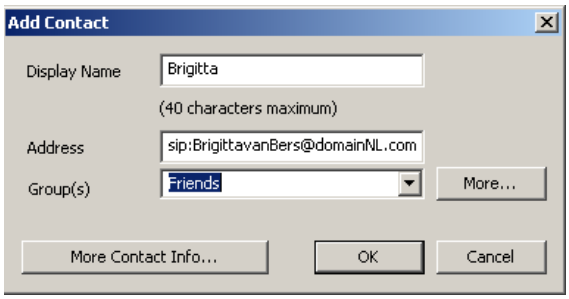
You can press Ctrl-F to search for text in the large message area.


Click to place a phone call to the remote person's SIP address area
Click to ban the remote person from sending instant messages to you, from calling you and from viewing your online status. To un-ban a person banned in this way, see "Privacy Rules" on page 27.
Lindo (Lindo@domain.com)
Conversation area
Arial
10
Message input area
Send
1
2
These tabs can be used to switch between two separate message compositions. This can be helpful if you are busy typing a message when you receive an incoming message (from the same person) that requires an immediate response. Clicking Send sends only the currently displayed tab.

Adding the Remote Party to your Contacts List

You can click in order to add that person to the Contacts list.

The Add Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see "Managing Contacts" on page 18.



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6 The eyeBeam Menu

Access the eyeBeam menu by clicking at the top of the phone. The menu items are:

- Options. Options control the way that you work with eyeBeam and apply to all accounts. See “Options – General – Application” on page 31.
- SIP Account Settings. These settings control how eyeBeam interacts with your VoIP service provider, and are set individually for each account. See page 43.
- Privacy Rules. See page 56.
- Open Diagnostic Log. Customer support may ask you to open this log if you are experiencing problems with eyeBeam. For information, see “Options – Advanced – Diagnostics” on page 42.
- Open Diagnostic Folder. Customer support may ask you to open the diagnostics log if you are experiencing problems with eyeBeam. For information, see “Options – Advanced – Diagnostics” on page 42.
- Help. This menu item takes you to http://support.counterpath.net.
- About.
- Exit. To exit eyeBeam.

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6.1 Options

Options are settings and preferences that apply to all accounts.

Options – General – Application

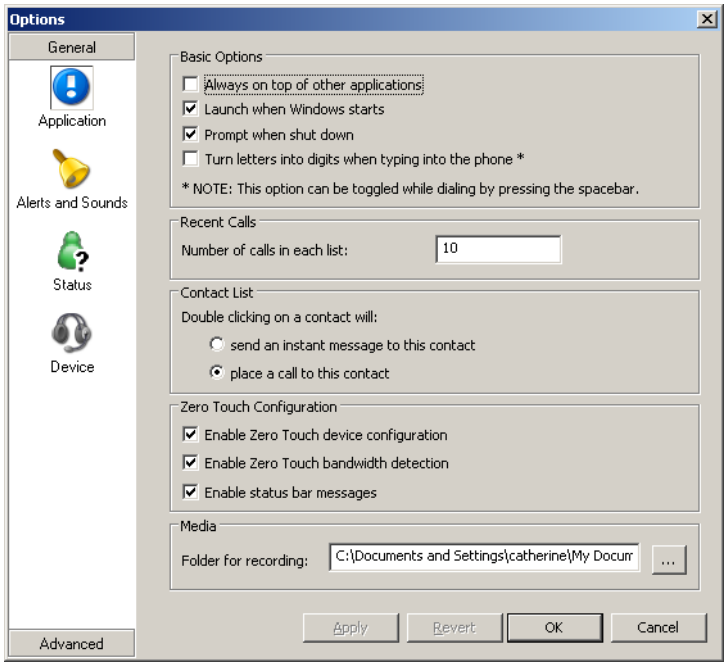

Table 3: Options – General – Application

Field	Description
Always on top of other applications	Click on or off, to suit your preference.
Launch when Windows starts	Click on or off, to suit your preference.
Prompt when shutdown	Click on or off, to suit your preference.
Turn letters into digits when typing into the phone	Click on or off, to suit your preference. You can also turn this feature on and off at any time by pressing the spacebar.
Number of calls in each list	Enter number to suit your preference.
Double clicking	Choose the action that suits your preference.
Enable Zero Touch device configuration	When clicked on, eyeBeam detects the audio and video devices connected to your computer and automatically configures one of them for use with eyeBeam. Typically, leave this setting on. If you have several audio or video devices and you do not like the device that eyeBeam selects, you can override the selection on the Devices pane. See page 35.
Enable Zero Touch bandwidth detection	When clicked on, eyeBeam detects the speed of your network connection and hence the potential bandwidth. If you move your computer to a different IP address, eyeBeam automatically detects the new speed. When clicked off, you must specify the network connection . See “Options – General – Device” on page 35. The recommended setting is On.

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Table 3: Options – General – Application

Field	Description
Enable status bar messages	When clicked on, messages relating to zero touch configuration will appear in a notification balloon at the lower right corner of the screen, whenever the configuration automatically changes. (Notification balloons are supported in newer versions of Windows.)
Folder for recording	Specify a location for saving files when you record your conversations.

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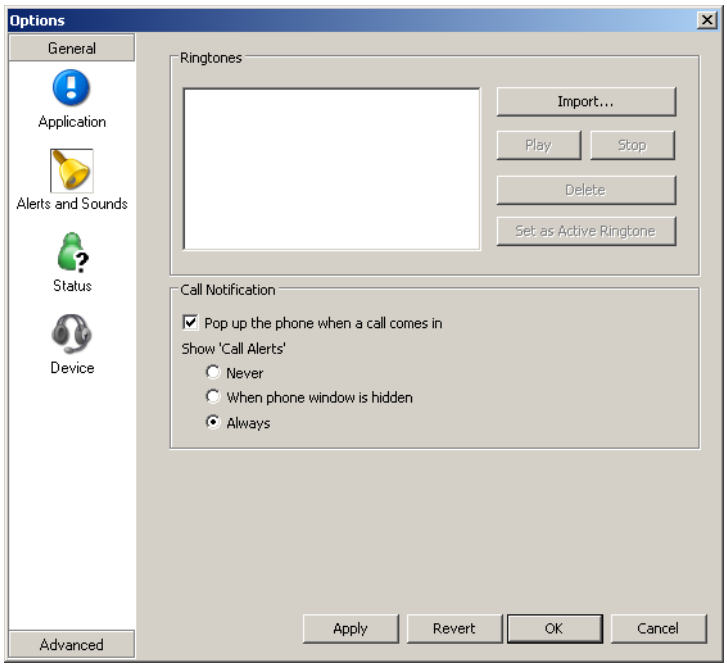
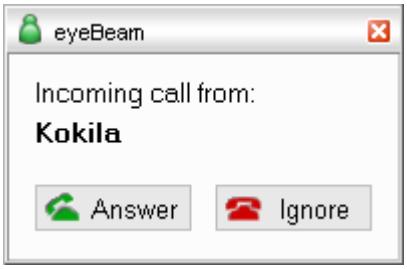
Options – General – Alerts and Sounds



On this page you can:

- Work with ringtones. You can import a ringtone (a .WAV file). You can play to try it out. You can activate one ringtone. You can delete a ringtone.
- Set up eyeBeam to bring the softphone to the front automatically when a call comes in.
- Set up eyeBeam to display the Call Alert box (see right) when a call comes in either always, or only when the softphone is not visible.



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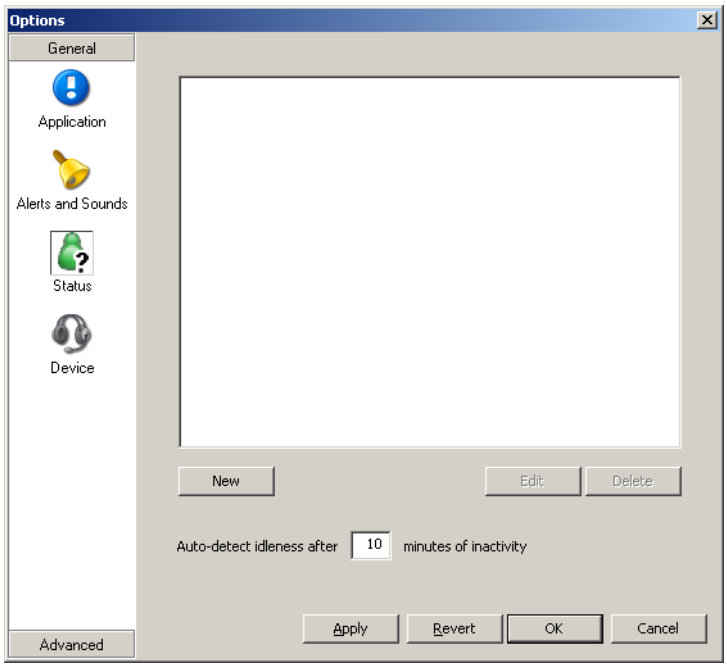
Options – General – Status



This screen lets you add status indicators to the standard Availability indicators built into eyeBeam. For more information on availability, see page 23.

- You can set the Idle timer. This is the time since you last moved or clicked the mouse or pressed a keyboard key, after which eyeBeam will automatically change your Availability to Idle.
- You can add a custom indicator, click New, type in the status description, and assign an icon. For example, you might create an indicator called “Client meeting” with the Away icon.
- You can edit or delete a custom indicator.

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Options – General – Device

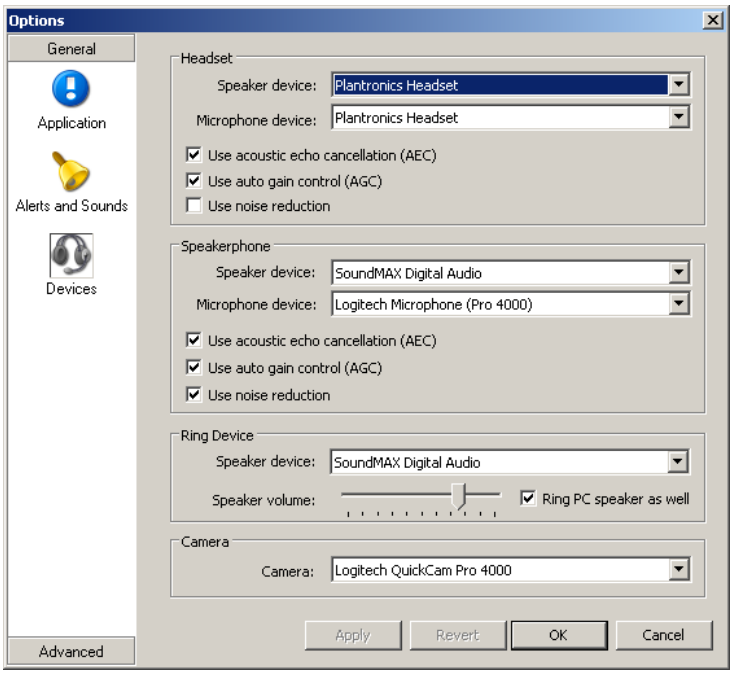

Table 4: Options – General – Device

Field	Description
Headset	
Speaker device Microphone device	Change these fields only if you want to override the device selected by zero-touch device configuration (see page 31). In both these fields, select the headset you are using. The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed. Therefore, unless you will always be using eyeBeam in speakerphone mode, you must make a selection here. Select the headset in both the Speaker device field and Microphone device field.
Use acoustic echo cancellation (AEC)	Reduces the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone. Turning this feature on improves sound quality. Typically on.
Use auto gain control (AGC)	Automatically adjusts the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level). Typically on.
Use noise reduction	Automatically attempts to remove background noise. Typically off for the headset.

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Table 4: Options – General – Device

Field	Description
Speakerphone	
Speaker device	Change this field only if you want to override the device selected by zero-touch device configuration (see page 31). Make the appropriate choice: • Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset). • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Microphone device	Change this field only if you want to override the device selected by zero-touch device configuration (see page 31). Make the appropriate choice: • Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed. It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera. • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Use acoustic echo cancellation (AEC)	Reduces the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone. Turning this feature on may . However, the drawback is that it uses more processing power, which may slow down your applications. Typically on.
Use auto gain control (AGC)	Automatically adjusts the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level). Typically on.
Use noise reduction	Automatically attempts to remove background noise. Typically on for the speakerphone.
Ring Device	
Speaker device	The device where you want to hear the phone ringing: the headset, the speakephone, or none.
Speaker volume	The volume of the ringer.
Camera	
Camera	This field appears only on version of eyeBeam that include video functionality. Complete this field only if you have disabled zero-touch device configuration (see page 31). Select the camera model.

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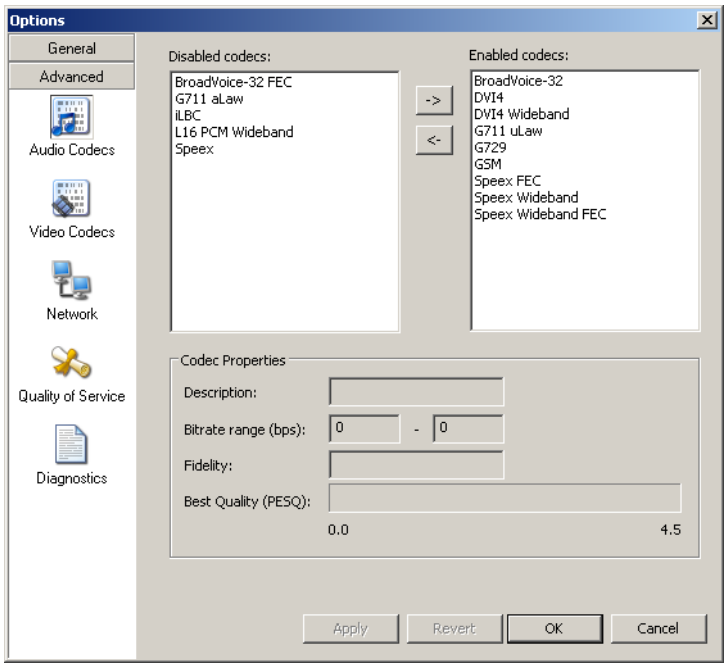
Options – Advanced – Audio Codecs



This pane shows all the codecs that are included in the retail version of eyeBeam. You can enable or disable codecs as desired.

With only one codec enabled, all calls made will use that codec. With more than one codec enabled, eyeBeam automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

You cannot change the properties of any codecs.

About Codecs

Audio codecs describe the format by which audio streams are compressed for transmission over networks. Codecs can be categorized as either narrowband or wideband:

- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 KHz.
- Wideband codecs work with high bandwidths and result in better audio quality. However, they do not work with PSTN. These codecs have a sampling rate of 16 KHz.

Supported Codecs

eyeBeam supports a wide range of codecs. See Table 5, below.

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Table 5: Audio Codecs Supported in eyeBeam

Codec	Narrowband	Wideband	Royalty-bearing	Included in Retail eyeBeam
AMR Wideband (G.722.2)		✓	✓	
Broadvoice-32		✓		✓
Broadvoice-32 FEC		✓		✓
DVI4	✓			✓
DVI4 Wideband		✓		✓
G.711aLaw *	✓			✓
G.711uLaw *	✓			✓
G.722	✓			
G.723	✓		✓	
G.726		✓	✓	
G.729 *	✓		✓	✓
GSM	✓			✓
iLBC	✓			✓
L16 PCM Wideband	✓			✓
Speex	✓			✓
Speex FEC	✓			✓
Speex Wideband		✓		✓
Speex Wideband FEC		✓		✓
* Generally, at least one of these codecs must be enabled in order to place a PSTN (land line) call.				

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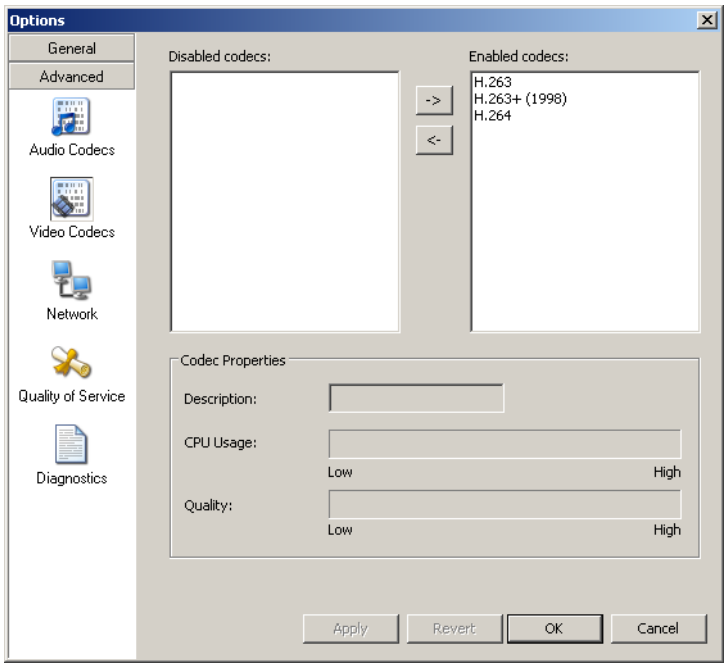
Options – Advanced – Video Codecs



This pane appears only on versions of eyeBeam that include video functionality.

Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.

You can enable or disable codecs as desired. You may decide to disable a codec even though your service provider supports it.

With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, eyeBeam automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

You cannot change the properties of any codecs.

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Options – Advanced – Network

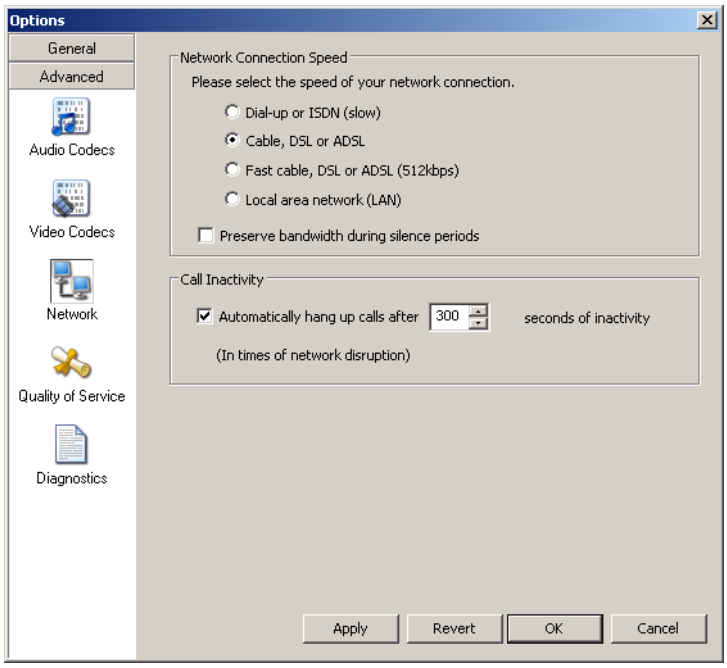

Table 6: Options – Advanced – Network

Field	Description
Network connection speed	Complete this field only if you have disabled zero-touch bandwidth detection (see page 31). Select the type of network connection for your computer.
Preserve bandwidth	When this feature is on, eyeBeam stops sending audio when you are not talking. When this feature is off, eyeBeam always sends audio, which uses more bandwidth but may result in better call quality. Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.
Call inactivity	When this feature is on, eyeBeam automatically hangs up a call when it detects the specified period of inactivity. In other words, if you are on a call and the call gets disconnected (the call session ends) because of network problems (rather than because of one of the parties hanging up), then eyeBeam ends the call after the specified period. Typically on. This feature might be turned off if, for example, a PBX server already handles inactivity issues.

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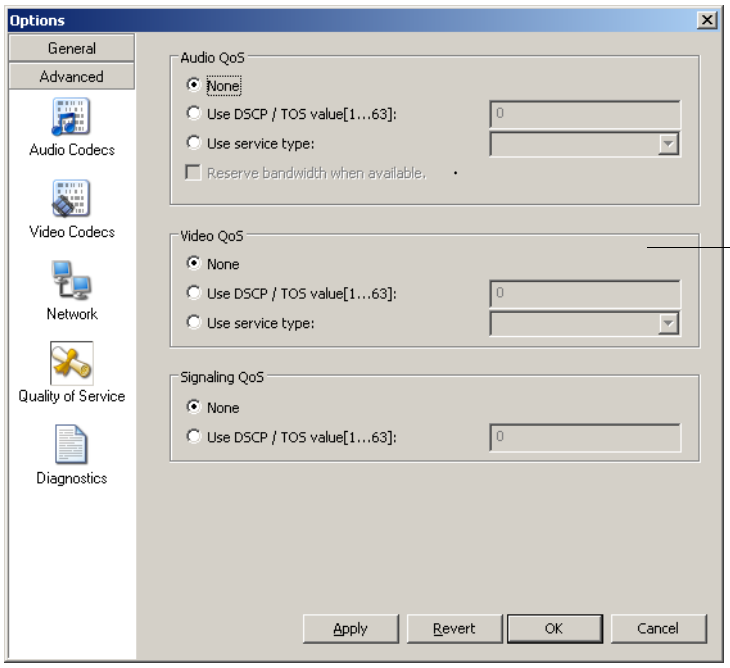
Options – Advanced – Quality of Service



These fields appear only on versions of eyeBeam that include video.

The Quality of Service pane lets you request a specific transport service for audio, video and signaling traffic. There are two types of services. The service to use depends on what your VoIP service provider supports:

- GQoS, which is available for audio and video.
- DSCP (also known as ToS), which is available for audio, video and signaling.

In addition, if you are running eyeBeam on Windows on an Intel® Centrino® Duo mobile-technology-based laptop, you can request to reserve bandwidth for audio traffic on wireless networks using 802.11e. If bandwidth is available when the call is placed, it will be reserved for the call, possibly resulting in better audio service.

For Windows installations, there are restrictions on the service you can use, based on your version of Windows:

Table 7: Windows Support for QoS

	Windows 98 Second Edition	Windows NT	Windows 2000	Windows XP
GQoS	Yes	Yes	Yes	Yes
DSCP	No	No	Yes	Yes

eyeBeam supports 802.1p QoS packet tagging. If you set up for QoS, eyeBeam will include the specified information in the packets that it sends to the network provider. Whether the packet is delivered with the specified service depends on whether your broadband router and the network provider between you and the other party supports multiple transport services. In other words, whether each network provider reads the QoS information and prioritizes packet delivery based on the requested service.

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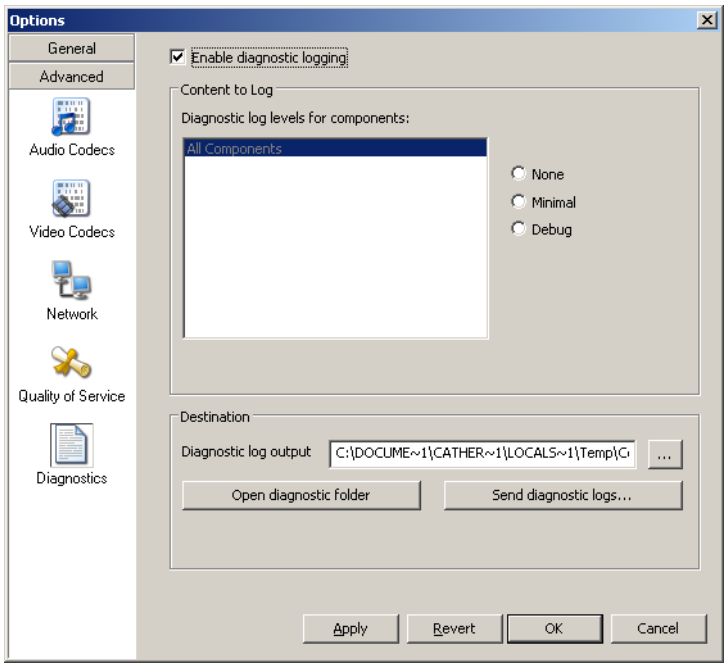
Options – Advanced – Diagnostics



This screen lets you enable logging to files. Logging uses computer resources, so you should only enable it when instructed by a customer support representative.

To set up logging:

1. Click ***Enable logging***.
2. Set the logging level.
3. Specify the folder where logs will be saved.
4. Click ***Apply***.

Activity on eyeBeam will be logged to .csv files in the specified folder. A new set of files is started each time you log on. In order not to create large files when logging (which may create computer problems), you must not remain logged on indefinitely when logging. You should occasionally exit and restart eyeBeam.

If requested by a customer support, you can:

- Open the logging folder and then open a log file using a text editor.
- E-mail the logs in the specified folder to customer support: Click *Send logs to customer support*. A dialog box appears showing all the logs. Select files and click *Open*; the selected files are sent and the dialog box closes.

You can delete log files from the specified folder as you would delete any file on your computer.

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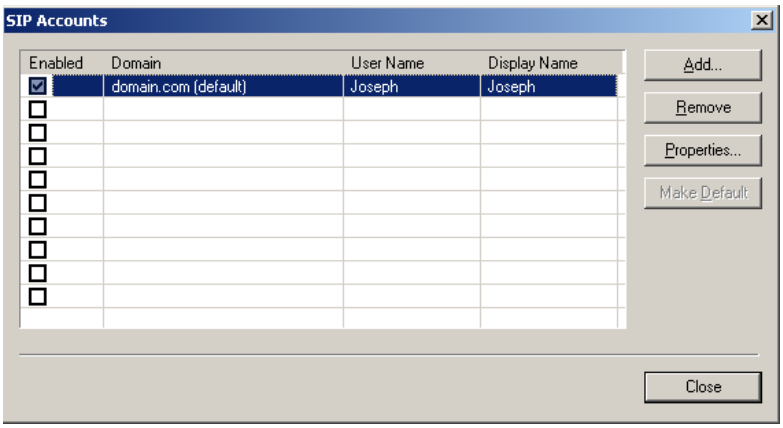
6.2 SIP Account Settings

SIP Accounts

To work with accounts, click at the top of the phone and choose SIP Account Settings. The SIP Account window appears, showing all the accounts set up. Each account is automatically assigned a number: the first account in the list is 0, the second account is 1, and so on. These numbers do not imply any ranking.



You can:

- Resize the columns in this window.
- Add an account.
- Remove an account.
- Enable one or more accounts. See below for details.
- Set one account as the default. See below for details.
- Set or change the properties of an account. Click the **Properties** button, then see the following pages for details.

Enabling Accounts

You must enable an account in order to make and receive calls on that account. You can enable as many accounts as you want. Click the **Enable** box beside each account.

Setting the Default Account

When you start eyeBeam or change the enabled accounts, eyeBeam automatically logs in to each enabled account. One of these accounts is always the “default account”.

You can set any account as the default account: click on the account and click the **Make Default** button.

Rules for Enabled Accounts and Default Account

The rules for enabled and default accounts are:

- When multiple accounts are enabled, you will be able to receive calls on all those accounts.
- When multiple accounts are enabled and you place a call without including a prefix, eyeBeam determines which account to use for the call. If eyeBeam cannot determine which account is the best choice, it will use the default account. (For information on dialing prefixes, see “Account Properties – Account” on page 44.)
- When only one account is enabled, it is automatically set as the default. You will be able to place and receive calls only on this account.
- You can never place a call on a disabled account (even if you enter a prefix). If you place a call that is only “known” to the service provider of a disabled account, it will fail with a “Not found” message.
- You can never receive a call on a disabled account. If another party phones you on a number that is only known to a disabled account, the call will never appear on your phone.

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Account Properties – Account

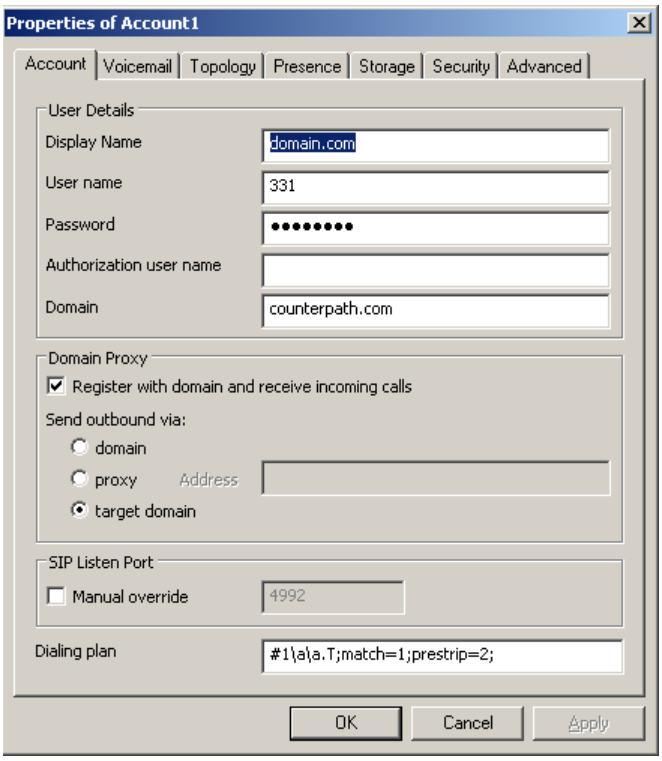

Table 8: Account Properties – Account

Field	Description
User Details	
Display name	This name is displayed in the eyeBeam display. Other parties will see this name they are when connnected to you.
User name	Typically the account number for the SIP account. For example, in kpereira@domain.com, the user name is “kpereira”. Provided by your VoIP service provider.
Password	Provided by the service provider.
Authorization user name	May not be required. If it is required, it will be provided by your VoIP service provider.
Domain	For example, in kpereira@domain.com, the domain is “domain.com”. Provided by your VoIP service provider
Domain Proxy	
Register with domain and receive incoming calls	Check this box if you want to register with your VoIP service provider, so that you can receive incoming calls. Typically, this field is checked. A situation in which this field is unchecked is, for example, if your level of service does not include the ability to receive incoming calls. In this case, turning this field on may cause registration to fail (when you close the Account Properties window), meaning that your eyeBeam cannot register with your VoIP service provider.

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Table 8: Account Properties – Account

Field	Description
Send outbound via	Choose the setting specified by your VoIP service provider: • Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain. • Proxy: If your VoIP service provider has an outbound proxy address and requires that you provide the address to eyeBeam. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012). • Target domain: To send directly to the other party's domain.
Dialing Plan	Information about the syntax of the numbers used by this VoIP service provider. Provided by the service provider. The default plan is: #1\a\a.T;match=1;prestrip=2; It is possible that this plan will work for you. If you can place a successful call, then the dialing plan is suitable. If you cannot make a call, or if you want to set up a dialing plan for you own reasons, see "Dialing Plan" on page 58.

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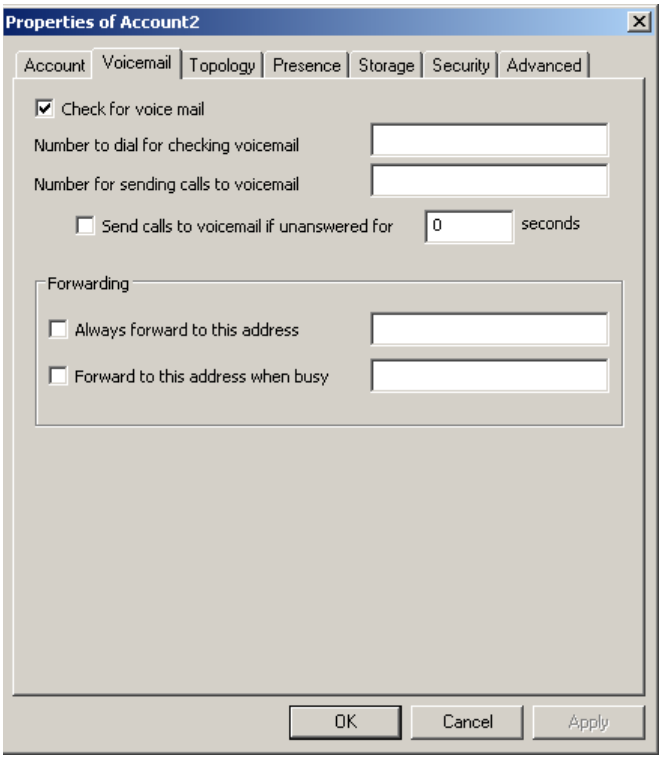
Account Properties – Voicemail



These settings let you set up eyeBeam to forward calls in several situations.

Your service provider may also provide the ability to set up for voicemail outside of eyeBeam, for example, by phoning a SIP address and following the voice prompts, or by accessing a website.

Check with your service provider to determine if another setup mechanism is available. If so, check what the settings are in that setup, and make sure you do enter compatible information in eyeBeam. In particular, if your service provider has a mechanism for call forwarding, find out if you should leave the Forwarding settings on this Voicemail tab blank.

Table 9: Account Properties – Voicemail

Field	Description
Check for voicemail	If your VoIP service includes voicemail, choose the setting specified by your VoIP service provider: • On: eyeBeam will subscribe to be notified when there is a voicemail for you. • Off: the service provider may be set up to advise eyeBeam when there is a voicemail for you; check with your service provider for details. If your VoIP service does not include voicemail, choose Off. Voicemail is controlled by your VoIP service provider, not by eyeBeam. Contact your service provider for information on using voicemail.
Number to dial for checking voicemail	Complete only if your VoIP service includes voicemail. This is the number that will be called when you click the icon on the Call display, in order to connect to voicemail and listen to your messages. If you leave this field empty, then this icon will not work; you will have to manually dial this number in order to connect to voicemail. Enter the number provided by your VoIP service provider.

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Table 9: Account Properties – Voicemail

Field	Description
Number for sending calls to voicemail	Complete only if your VoIP service includes voicemail. This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below), or when you click the SEND TO VOICE MAIL icon on the Call display. If you leave this field empty, then this icon will not be displayed. However, leaving this field does not mean that voicemail does not work. It only means that this icon cannot be used to send to voicemail immediately. Enter the number provided by your VoIP service provider.
Send calls to voicemail if unanswered	Complete only if your VoIP service includes voicemail. To send to voicemail after the specified number of seconds. Your service provider may also provide a similar feature that is set up outside of eyeBeam. If so, make sure you do not enter competing information in eyeBeam and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.
Always forward to this address	You can use this feature even if your VoIP service does not include voicemail. To forward calls to another number instead of sending them to voicemail. For example, when you are on vacation and want another person to take your calls. • To enable forwarding, click the checkbox and enter the number to forward to. • To disable forwarding, clear the checkbox. (To send calls to voicemail while you are at your desk, use the *DND* button on the dial pad.)
Forward to this address when busy	You can use this feature even if your VoIP service does not include voicemail. To forward only when your are busy on another line. • To enable forwarding, click the checkbox and enter the number to forward to. If your VoIP service service includes voicemail, you can enter your voicemail number in this field. • To disable forwarding, clear the checkbox. Your service provider may also a provide similar features that is set up outside of eyeBeam. If so, make sure you do not enter competing information in eyeBeam and in the service provider's user interface. For example, if your turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.

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Account Properties – Topology

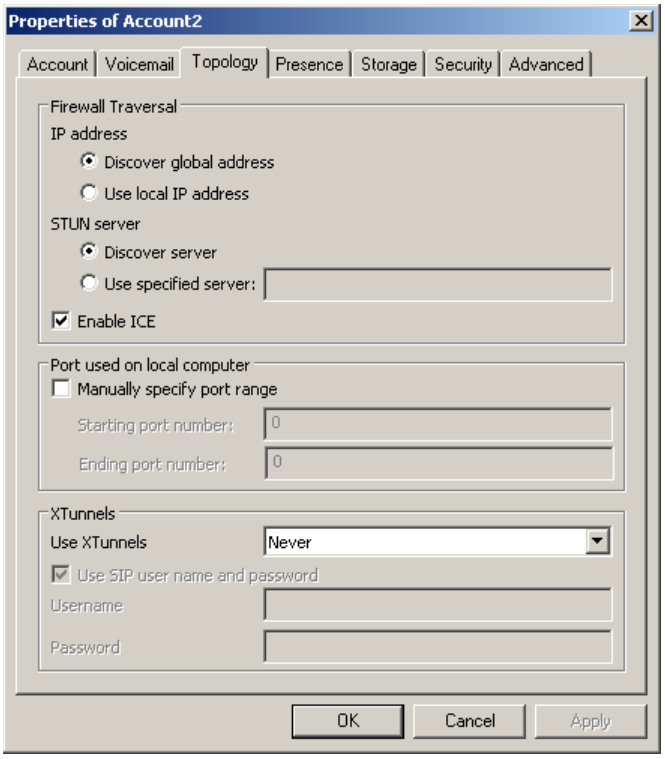

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Table 10: Account Properties – Topology

Field	Description
Firewall Traversal	
IP Address	This setting controls how your IP address is presented. • Discover global address: Let eyeBeam determine your public IP address. This is the recommended setting unless your VoIP service provider advises otherwise. • Use local IP address: use the IP address of the eyeBeam computer. The recommended setting is Discover global address.
STUN Discovery	This setting specifies the STUN server to use. • Discover the server: Choose this option to let eyeBeam find the address of a STUN server. • Use specified server: To use a different STUN server. For the address enter a domain name or an IP address. The recommended setting is Discover server.
Enable ICE	ICE optimizes traffic and may help with firewall traversal. Typically, ICE is enabled. However, it may need to be disabled if your VoIP service provider has implemented a firewall traversal solution that is not compatible with ICE enabled. If you have problems with calls, contact your service provider for information on their firewall traversal solution.
Port Used on Local Computer	
Manually specify port range	The appropriate setting depends on your computer setup: • Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.) • Unchecked: If your computer is not behind a restrictive firewall.
XTunnels	
Use XTunnels	The appropriate setting for XTunnels depends on whether your VoIP service provider has an XTunnels server. • Automatic: Use XTunnels when eyeBeam detects a firewall that prohibits communications. This is the recommended setting if your service provider has an XTunnels server. • Always: Always use XTunnels. • Never: Do not use XTunnels. This is the correct setting if your service provider does not have an XTunnels server.
Use user login and password	Check this box to use the username and password from your SIP account in order to log into the XTunnels server. Otherwise, uncheck this box and complete the Username and Password fields.

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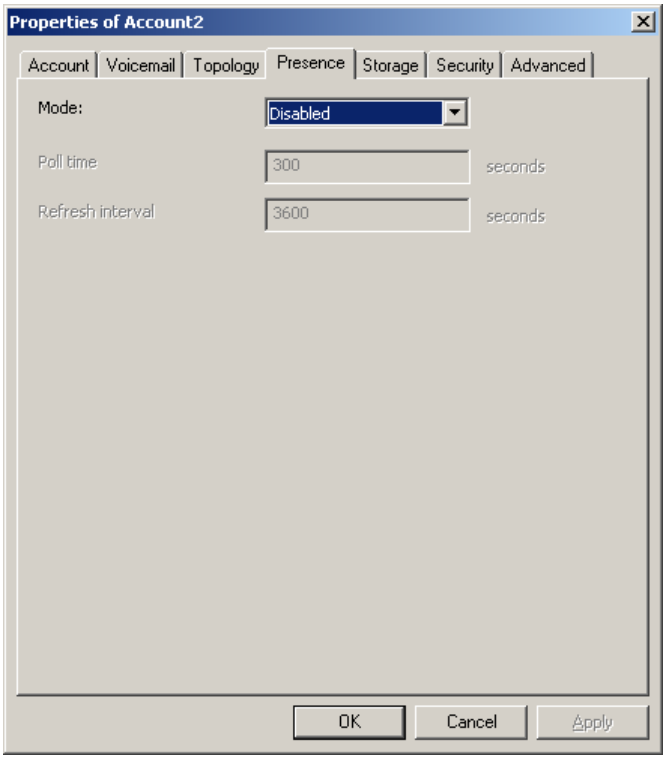
Account Properties – Presence

This tab appears only for the default account. However, the values set on that tab apply to all accounts. In other words, presence as set up on this tab applies to all accounts, not just the default account. If you change the default account, this Presence tab will be visible for the new default account and will not be visible for the previous default account. The values will already be on the new tab: you will not have to set them up again.



Presence allows other softphone users to see your online status (availability), and also allows you to see the online status of others. This tab lets you configure eyeBeam as it is supported by the VoIP service provider. Once you have configured presence on this page, you can set up rules; see “Availability” on page 23 and “Privacy Rules” on page 27.

Table 11: Account Properties – Presence

Field	Description
Presence Mode	Choose the setting specified by your VoIP service provider: • Disabled: Presence is not supported. • Presence Agent. • Peer-to-Peer. If you choose Presence Agent, you must set the Storage method field (on the Storage tab) to XCap.
Poll Time	Enter the value specified by your VoIP service provider. The factory setting is 300.
Refresh Interval	Enter the value specified by your VoIP service provider. The factory setting is 3600.

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Account Properties – Storage

This tab appears only for the default account. However, the values set on that tab apply to all accounts. In other words, storage as set up on this tab applies to all accounts, not just the default account. If you change the default account, this Storage tab will be visible for the new default account and will not be visible for the previous default account. The values will already be on the new tab: you will not have to set them up again.

For information on the use of this tab, see “Using Remote Storage” on page 20.

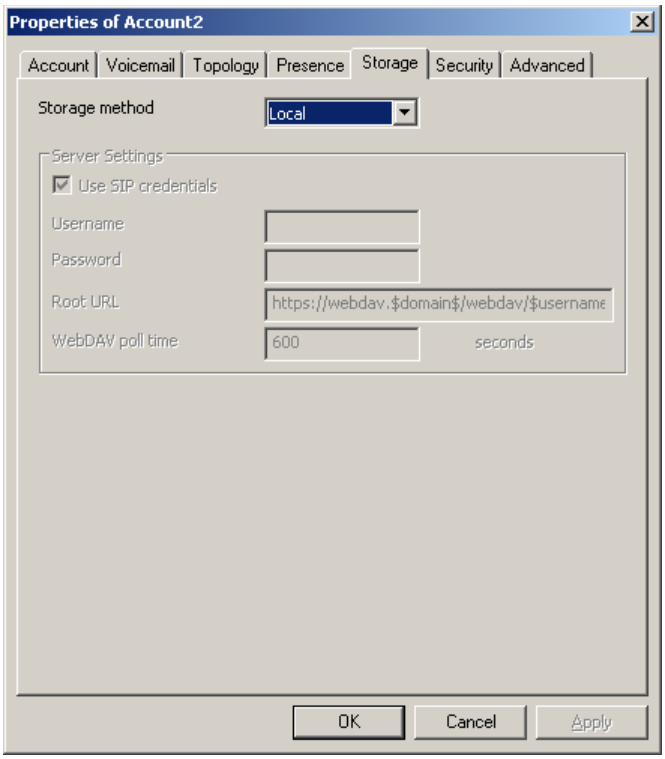

Table 12: Account Properties – Storage

Field	Description
Storage method	The storage method to be used for the Contacts list file and the presence rules. The file can be stored locally or on a remote computer. • Local • WebDAV • XCAP. The storage method that is valid for your setup is controlled to some extent by the Presence Mode (on the Presence tab). If Presence Mode is set to Presence Agent, only the XCap storage method is valid. If Presence Mode is set to Peer-topeer or Disabled, any storage method is valid.
Use SIP credentials	Check this box to use the username and password from your SIP account in order to log into the storage server. Otherwise, uncheck this box and complete the Username and Password fields. Not used for “Local”.
Root URL	URL of an appropriate root folder on the remote server. Not used for “Local”. The factory setting is https://webdav.$domain$/webdav/$username$/
WebDAV poll time	Enabled only for WebDAV. The time that elapses between polling for new contact data from the remote server. The factory setting is 600.

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Account Properties – Security

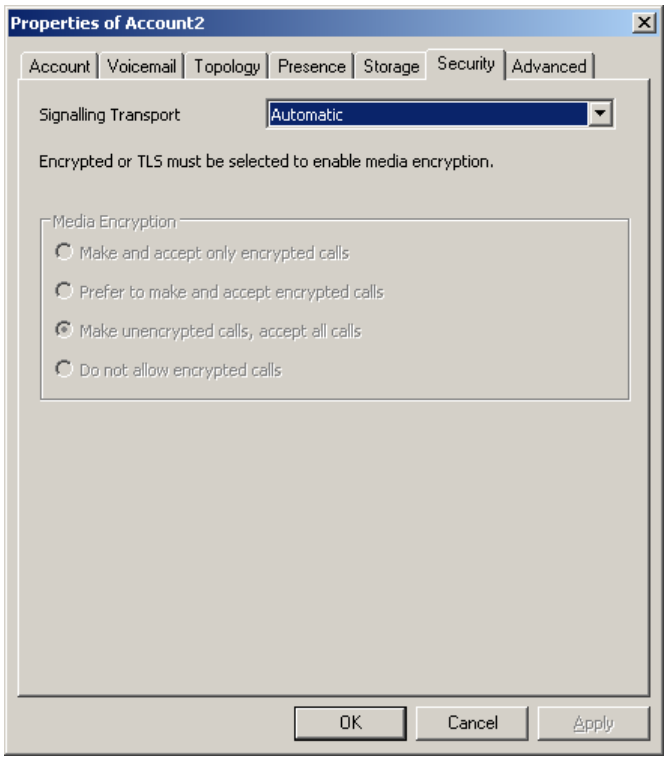

Table 13: Account Properties – Security

Field	Description
Signaling Transport	Contact your VoIP service provider to identify the types of transport that are supported. Then choose a supported transport: • Automatic: eyeBeam sets up the transport based on the capabilities of the network and the eyeBeam computer. Choose this option if you do not care which transport is used. • Encrypted: Currently, this option means TLS will be used. Choose this option to request signaling encryption or both signaling and media encryption. • TCP: This transport provides no signaling security. • UDP: This transport provides no signaling security. • TLS: Choose this option to request signaling encryption or both signaling and media encryption.
Media Encryption	See Table 14 on page 53. The factory setting is Make unencrypted calls, accept all calls.

You can set up eyeBeam for the type of security (encryption) you want for incoming and outgoing calls.

eyeBeam supports:

- Signaling encryption using TLS
- Media encryption using SRTP.

Setting up for Security outside of eyeBeam

When using TLS, you must have the root certificate that signs the proxy's chain of certificates. In most cases, the root certification will already be installed. Procedures for the exchange of certificates are outside the scope of this documentation. The certificates must be stored on the eyeBeam computer, in the root certificate store.

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Setting up the root certificate on your computer ensures that the connection to the proxy is TLS secure (the first hop). Any proxy in the chain (between you and the caller) that does not support TLS may cause an insecure link in the chain. Therefore, if the other party is outside your domain, you cannot be completely sure that the call is secured at the signaling level, which means that you cannot be sure that it is secured at the media level.

When a call with both signaling and media encryption is established, eyeBeam displays the encryption icon ( ). This icon indicates that the call is secure between each caller and their proxy (first and last hop) and that it may or may not be secure for other hops.

When a call with no encryption or with only signaling encryption is established, eyeBeam displays the unencrypted icon ( ).

Setting up for Security within eyeBeam

The options for media encryption are described in the following table.

Table 14: Security Options

Option	How Outgoing Calls are Handled	How Incoming Calls Are Handled
Make and accept only encrypted calls	eyeBeam will place all calls with TLS. The call INVITE will specify SRTP media encryption. If the correct certificates are not in place or if the other party does not accept encrypted calls, the call will fail.	eyeBeam will only accept INVITEs that are for encrypted calls. If eyeBeam receives a call INVITE that is not encrypted, the call will be rejected and will be placed in the Blocked list in the Calls & Contacts drawer.
Prefer to make and accept encrypted calls	eyeBeam will place all calls with TLS. The call INVITE will specify SRTP media encryption. If the correct certificates are not in place or if the other party does not accept encrypted calls, the call will fail. eyeBeam will then place the call without encryption.	eyeBeam will accept INVITEs for both encrypted and unencrypted calls.
Make unencrypted calls, accept all calls	eyeBeam will place only unencrypted calls. If the other party does not accept unencrypted calls, the call will fail.	eyeBeam will accept INVITEs for both encrypted and unencrypted calls.
Do not allow encrypted call	eyeBeam will place only unencrypted calls. If the other party does not accept unencrypted calls, the call will fail.	eyeBeam will only accept INVITEs that are for unencrypted calls. If eyeBeam receives a call INVITE that is encrypted, the call will be rejected and will be placed in the Blocked list in the Calls & Contacts drawer.

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Account Properties – Advanced

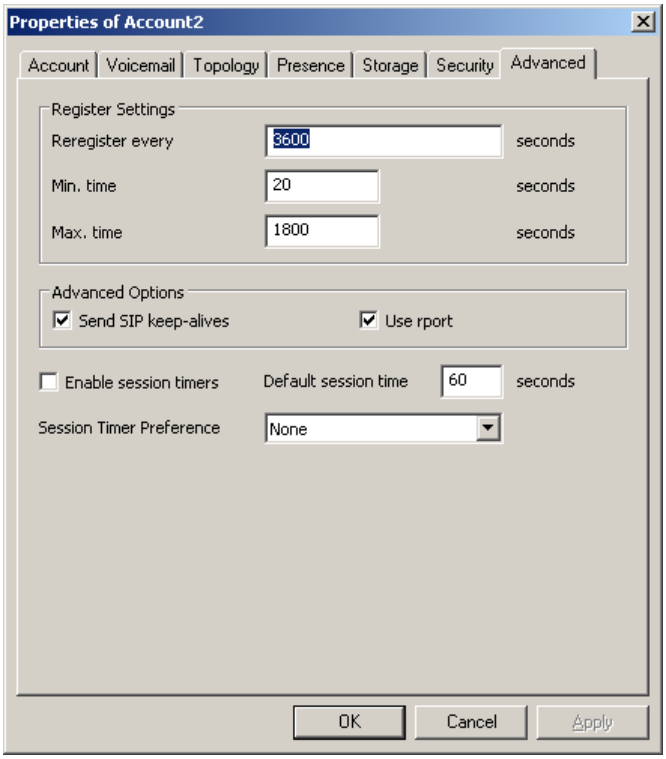

Table 15: Account Properties – Advanced

Field	Description
Reregister every	The time interval between eyeBeam's attempts to reregister in order to refresh the account registration with the VoIP service provider for this account. A value of zero means not to reregister after the initial registration. This value is placed in the "Expires" header field of the REGISTER message. The factory setting is 3600.
Min. time	If the reregistration fails, eyeBeam will wait this amount of time, then attempt to reregister. If the second attempt fails, eyeBeam will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds. The factory setting is 20.
Max. time	This is the maximum wait time between attempts to reregister. Once this maximum is reached, eyeBeam will wait this time for all subsequent attempts. For example, the min. time is 20 secs, the maximum time is 120 secs. eyeBeam will attempt to reregister as follows: • Wait 20 secs. • Attempt to connect. • If fail, wait 40 secs. • Attempt to connect. • If fail, wait 80 secs. • Attempt to connect. • If fail, wait 120 secs (the maximum) • Attempt to connect. • If fail, wait 120 secs, and so on. The factory setting is 1800.

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Table 15: Account Properties – Advanced

Field	Description
Send SIP keep-alives	Typically on, to instruct eyeBeam to send SIP keep-alive messages in order to maintain a “pinhole” through your firewall for SIP messaging.
Use rport	Typically on.
Enable session timers	A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset. • Turn on to enable session timer. Enter a value in Default session time. The factory setting is 60. • Turn off to disable session timer; refreshes will never be sent.
Session timer preference	This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are: • None: No preference. • Local refreshes: Your computer sends. • Remote refreshes: The other party sends. • UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends. • UAS refreshes: The user agent server (the other party) sends.

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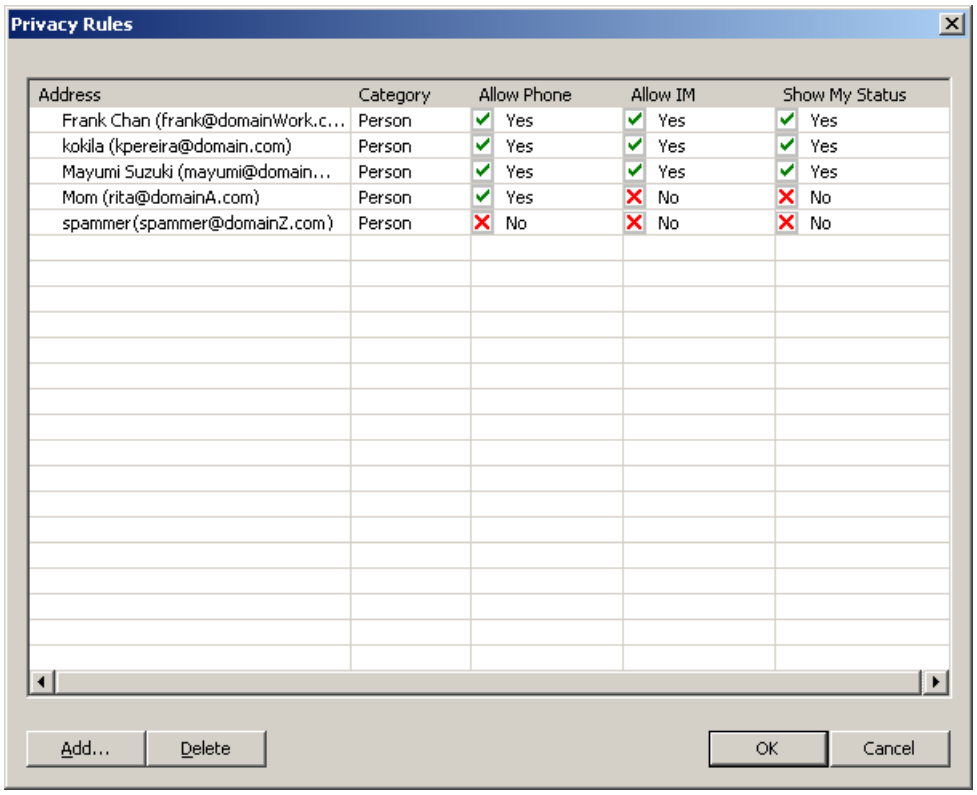
6.3 Privacy Rules



For information on privacy rules, see page 27.

6.4 Open Diagnostic Log and Folder

For information on these menu items, see “Options – Advanced – Diagnostics” on page 42.

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Appendix A: Application Hot Keys

Table 16: Application Hot Keys

Function	Keyboard Shortcut
Select Line 1	F1 or Ctrl + 1
Select Line 2	F2 or Ctrl + 2
Select Line 3	F3 or Ctrl + 3
Select Line 4	F4 or Ctrl + 4
Select Line 5	F5 or Ctrl + 5
Select Line 6	F6 or Ctrl + 6
Options window	F8 or Ctrl + 8
View Diagnostic File	F9 or Ctrl + 9
Toggle Letters-to-Digits	Space bar (Windows only)
Clear	Backspace
Dial	Enter
Display Help	Ctrl + F1
Turn Auto-Answer on/off	Ctrl + a
Open Calls & Contacts drawer	Ctrl + b
Turn Do Not Disturb (DND) on/off	Ctrl + d
Turn Auto-Conference on/off	Ctrl + f
Hang up	Ctrl + h or Esc
Call Ignore	Ctrl + i
Mute	Ctrl + m
Hold	Ctrl + o
Display SIP Account Status window	Ctrl + p
Exit	Ctrl + q
Redial	Ctrl + r
Send to voicemail	Ctrl + s
Transfer	Ctrl + t
Paste	Ctrl + v
Display voice statistics notification balloon	Ctrl + F9
Increase/Decrease Speaker Volume	Up/Down Arrows
Increase/Decrease Microphone Volume	Right/Left Arrows

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Appendix B: Dialing Plan

When a call attempt is made, the call input (what you type, select or drag onto the Call display) is processed to select the account to use and to modify the input if that is required to ensure that the call gets placed successfully. This ability to select an account and modify the input relies on the existence of a “dialing plan” for each account.

The input is processed as follows:

- Cleanup: Input is cleaned up by removing spaces, dashes, open brackets, and close brackets. Cleanup allows eyeBeam to support calls placed using contacts from a contact list, including Microsoft® Outlook®.
- Matching: The input is compared to the patterns defined by the dialing plan for each enabled account. Each account has one dialing plan, and each dialing plan has one or more patterns.
  When a match is found between the input and the pattern, the account that this pattern belongs to is selected and the transformation for this pattern is performed.
  If no match is found, the default account is selected and no transformation is performed.
  For details on matching see “How the Input Is Processed” on page 60.
- Transformation: The selected transformation is performed.
- Then the call is placed using the transformed input.

B.1 Dialing Plan Syntax

In eyeBeam, the dialing plan establishes the expected patterns of characters for a telephone number or SIP address, and allows for modification (transformation) of input based on the match to a pattern.

The dialing plan has the following syntax:

```
pattern[|pattern];match=1;<transformation>=<value>;[match=2;
<transformation>=<value>;]
```

Where:

- Items in [ ] are optional.
- Pattern: the pattern that will be matched. One or more patterns. Each pattern is separated by a | pipe. The pipe is optional after the last pattern. Each pattern is implicitly numbered, starting from 1.
- Match; Transformation: A pair that identifies the pattern number to compare with the input, and the transformation or transformations to perform on the input when a match is obtained. The transformation is optional (meaning the input that matches this pattern is not transformed). One or more pairs.
  “match=” is a literal. “n” identifies the pattern. “transformation=” is replaced by a keyword, see below.
  “value” is replaced by a value.
  Spaces are allowed only in the `<value>` items.

Example

```
\a\a.T|xxxxxxxxxx;match=1;prestrip=2;match=2;pre=8;
```

where:

- \a\a.Tis the first pattern.
- xxxxxxxxxx;is the second pattern.
- match=1;prestrip=2;is the first match-transformation pair.
- match=2;pre=8;is the second match-transformation pair.

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Pattern

Valid Content

The content for a pattern follows the digit map rules of RFC 2705, supplemented by the rules for regular expressions. Where there is an overlap between the digit map and regular expression rules, the digit map rules apply. For this reason, there are some special cases, included in the table below.

The following table describes the most common elements. As mentioned, all regular expression elements are supported.

Element	Origin	Description
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is.
# * a to z	Literals	Literal characters, used as is. Special cases: • The literal x character is represented by \x. • The literal t character is represented by \t.
x	Digit map rules	Wildcard for any single digit, 0 to 9.
\a	Regular expression rules	Wildcard for any single alphanumeric character.
[digit-digit]	Regular expression rules	A digit within the specified range.
[character-character]	Regular expression rules	A character within the specified range.
[digit1, digit2, digit3]	Regular expression rules	One of the characters in the collection.
.	Digit map rules	Repeat the last element 0 or more times. For example, xxxx. means repeat the last x 0 or more times, which means this pattern matches three or more digits (not four or more digits)! Use of this element results in a pattern with “minimum requirements”.
T	Digit map rules	A timeout period will take place before automatic dialing starts. The T timer forces eyeBeam to wait after a match is made. This timer should always be included in , and situations: • Any pattern that uses the . (dot). For example, if the pattern is xxxx. then adding a timer lets you type three or more digits. If there is no timer, then as soon as you type three digits, eyeBeam makes the match as soon as you type three digits. • Any dialing plan that has two patterns that are similar in elements but different in length. For example, if one pattern is xxx and the other pattern is xxxxxxx, then adding the timer lets you continue typing past three digits, in order to get a match on the second pattern. In this situation, the T timer should be included in the shorter pattern.

Timers

There are two timers:

- T timer is 4 seconds.
- The long timer is 20 seconds.

These timers are used in input comparison, as described in “How the Input Is Processed” on page 60.

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Transformation Keywords

Keyword	Description
prestrip	Strip the first n characters from the input before placing the call.
poststrip	Remove n number of characters from the end of the input before placing the call.
pre	Add the specified prefix to the input before placing the call.
post	Attach the specified postfix to the input before placing the call.
replace	Replaces the input with the specified string before placing the call.

Order of Transformations

These transformations are always performed in the following order (the order in which the transformations are entered in the dialing plan is not significant):

prestrip > poststrip > pre > post > replace

B.2 How the Input Is Processed

Comparing Input to the Dialing Plan Patterns

The input is compared to each dialing plan in turn, starting with the first listed account. The process is slightly different depending on how the call is placed:

- If the input was dragged or selected, then the entire input is compared to each dialing plan. If a complete match is found, then that account is selected and the associated transformation is performed. If no match is found, the default account is selected and no transformation is performed.
- If you are typing the input, the digits are compared one by one as they are entered. The comparison will result in one of the types of matches described in the table below.

It is possible for the same input to get matched to different dialing plans depending on whether the input is entered on the fly or dragged. It is important to keep this in mind when designing dialing plan patterns.

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Results of the Comparison

Table 17:

Type of Match	Conditions	Result
Partial match	The characters typed so far follow the pattern but there are not yet enough characters for a pending or complete match.	• If you press Enter or Dial, then the default account. No transformation is performed. • If you stop typing for the long timer length (20 seconds), then the default account is selected. No transformation is performed on the characters typed so far.
Pending match	• The pattern has no . (dot) but does have the T timer. There is a perfect match. • The pattern has a . (dot) and the T timer. The minimum requirements are met.	• If you press Enter or Dial, this pattern's account is immediately selected and the transformation is performed. • If the T timer expires, this pattern's account is selected and the transformation is performed.
Complete match	• The pattern has no . (dot) and no T timer. There is a perfect match. • The pattern has a . (dot) but does not have the T timer. The minimum requirements are met.	This pattern's account is immediately selected and the associated transformation is performed.
No match	The characters typed do not match the patterns for any dialing plan.	• If you stop typing, nothing happens even after the T timer and long timer have expired. • If you press Enter or Dial, then the default account is selected and no transformation is performed.

B.3 Examples

Example 1

```
\a\a.T|xxxxxxx.T;match=2;pre="9"
```

This simple example shows how to differentiate between a PSTN number and a SIP address, and how to add a “9” dialing prefix only to the PSTN number.

Example 2

```
3xxT|1xxxxxxxxxx|[2-9]xxxxxxxxx|+x.T;match=2;pre="9";match=3;
pre="91";match=4;prestrip=1;pre="9011"
```

3xxT	The first pattern is any three-digit number beginning with 3. No transformation. The assumption is that this is an internal extension. The timer forces eyeBeam to wait after detecting a three-digit number beginning with 3, in case you are actually dialing a local call starting with 3.
1xxxxxxxxxx	The second pattern is any eleven-digit number beginning with 1. Prefix with 9 and dial as is. The assumption is that this is a long-distance PSTN call within North America (within North America, all long-distance calls start with 1).
[2-9]xxxxxxxxx	The third pattern is any ten-digit number beginning with a number other than 1. The assumption is that this is a local PSTN call within a ten-digit dialing zone.
+x.T;	The fourth pattern is a number of any length that begins with +, to indicate an international PSTN call from North America. Delete the +, prefix with 9011 (011 is the number to access an international line from North America).
match=2;pre="9";	For the second pattern, prefix 9 to access an outside line.
match=3;pre="91";	For the third pattern, prefix 9 and 1 to access an outside line and enter the long-distance code.
match=4;prestrip=1;pre="9011"	For the fourth pattern, remove the + and prefix 9011 to access an outside line and enter the international code.

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Example 3

```
#1xxxxxxxT|#19xxxxxxx|xxxxxxxT|9xxxxxxx|;match=1;prestrip=2;pre=9;match=2;
prestrip=2;match=3;pre=9;
```

Table 18:

#1xxxxxxxT	The pattern is a dialing prefix followed by seven digits. The timer forces eyeBeam to wait to allow a match to the second pattern. The #1 is stripped off and 9 is prepended to access an outside line.
#19xxxxxxx	The pattern is a dialing prefix followed by a 9 and seven digits. The #1 is stripped off.
xxxxxxxT	The pattern is seven digits. The timer forces eyeBeam to wait to allow matching to the fourth pattern. 9 is prepended to access an outside line.
9xxxxxxx	The pattern is a 9 and seven digits. The input is not transformed.

This example assumes that the dialing plan belongs to the first account.

The dialing plan is slightly trivial, because it does not cover all the situations that a dialing plan should be designed for (local calls, long-distance calls, international calls, and so on for the locale).

However, the example does illustrate two ideas:

- Handling of the account prefix (#1), if you are upgrading from eyeBeam 1.1 and are accustomed to entering the account number.
  Use of # to identify the account is now deprecated. The dialing plan should be capable of determining the account to use for this number. However, since users may still be in the habit of entering the prefix, you may want to include this pattern to handle such a scenario.
- Distinguishing between a local seven-digit call in which 9 is not dialed (to access an outside line) and one in which 9 is dialed to access an outside line.

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Appendix C: Contact List Headings

Following is a list of all the headings that are used in the eyeBeam contacts list. This list can be useful when formatting a contacts list in order to import it into eyeBeam. For details, see “Importing Contacts” on page 20

uri	business_number	sms_addresss
display-name	business_number2	ms_address2
entry_id	business_number3	sms_address3
given_name	business_number4	sms_address4
surname	business_number5	sms_address5
email_address	business_number6	sms_address6
email_address2	mobile_number	custom_fields
email_address3	mobile_number2	custom_fields2
email_address4	mobile_number3	custom_fields3
email_address5	mobile_number4	custom_fields4
email_address6	mobile_number5	pres_subscription
sip_address	mobile_number6	
sip_address2	fax_number	
sip_address3	fax_number2	
sip_address4	fax_number3	
sip_address5	fax_number4	
sip_address6	fax_number5	
home_number	fax_number6	
home_number2	groups	
home_number3	comment	
home_number4	postal_address	
home_number5	default_address	
home_number6	default_address_type	

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Appendix D: Location of Files

System files are copied to the install directory you specified when installing. The default install directory is:

`C:\Program Files\CounterPath\eyeBeam 1.5\`

The directory contains:

- the executable (eyeBeam.exe)
- emoticons*.*
- eyeCall.dll, used to make calls from Microsoft Outlook.
- other dll files, including dll files for supported codecs.
- unins000.dat, which contains information about uninstalls of eyeBeam.
- *.ico
- *.cat
- *.inf
- *.sys

Data files are saved in the Counterpath folder in the standard location for application data, as defined in Windows.This location is typically:

C:\Documents and Settings\<user name>\Local Settings\Application Data\CounterPath\eyeBeam n.n\<user name>\

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Appendix E: Alternative Ways of Running eyeBeam

E.1 From a Hyperlink

You can attach a hyperlink to a phone number or SIP address that, when clicked, starts eyeBeam and dials the number. Attach a hyperlink with this format:

```
<a href="sip:<address or number>">dial <address or number></a>
```

For example:

```
<a href="sip:kpereira@domain.com">dial kpereira@domain.com</a>
```

E.2 From the Command Line

You can start eyeBeam from a DOS prompt. You may need to add eyeBeam.exe to the PATH. Then type:

```
eyebeam.exe
```

To start eyeBeam from a DOS prompt and immediately dial a number, type:

```
eyebeam.exe -dial=sip:<number>
```


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Appendix F: Glossary

AEC	Acoustic echo cancelation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
AVI	Audio Video Interleave. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
Broadband	Broad or wide bandwidth. In data transmssion, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	The format by which audio or video streams are compressed for transmission over networks.
Default account	The SIP account that will be used when placing an outgoing call, if eyeBeam does not determine that another account should be used. eyeBeam uses the dialing plan to determine the account to use. You can mark one account as the default account; see “Setting the Default Account” on page 43.
Dialing plan	The rules that eyeBeam follows in order to interpret the SIP address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multifrequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others’ computers.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to “Signaling”.
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	In data transmssion, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Presence	An instant messaging feature that allows users to share information about their availability, mood, location and so on.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.

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RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIMPLE protocol	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions. The instant messaging (IM) protocol followed by eyeBeam. It encapsulate the rules for exchanging instant messages.
SIP	Session Initiation Protocol. The signaling protocol followed by eyeBeam for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
SIP address	The address used to connect to a SIP endpoint. In other words, the “phone number” used in a VoIP phone call. For example, sip:joseph@domainA.com.
SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means tht the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A SIP address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a “USB type” of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. eyeBeam includes a feature (Preserve bandwidth on the Network pane of the Options window) that controls whether audio is transmitted when VAD determines that noone is actually speaking.
vCard	An electronic business card that is often attached to an email. It often appears as a “signature” block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
VoIP service provider	A business that provides a VoIP service, allowing a user to connect to the internet in order to make VoIP phone calls using eyeBeam. The VoIP service provider sets up a SIP account for the user.
WAV	Or WAVE. A file format standard for storing audio on PCs.

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